

UD-40



**Service Update
Second Half — 2010**

Prepared by: WHIRLPOOL CONSUMER CARE

PART NO. W10349156

Forward

The following service update information is provided to make you more knowledgeable about the Whirlpool family of major appliances.

Service update information is designed for the experienced service specialist. It keeps you advised of the most recent improvements and product changes, and allows you to service these products more efficiently.

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Whirlpool Corporation, Benton Harbor, MI 49022

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Cooking Updates

Jenn-Air Built-In Ovens

JJW2430W	JJW2730W	JMW2430W	JMC2430W	JJW3430	JJW3830	JMW3430W
JJW2330W	JJW2830W	JMW2330W	JMC2130W			
JJW2427W	JJW2530W	JMW2427W	JMC2127			
JJW2327W	JJW2727W	JMW2327W				
	JJW2827W					
	JJW2527W					
*All Colors						

Concern: F1 E1 Failure Code appears on display

Note: At the end of a Timed Bake cycle, the option to add more time or change the oven temperature is made available. If more time is added or the temperature changed F1E1 error code will occur.

Solution: Check the following condition

Verify the model number saved

1. Enter Diagnostics Mode - press any three keys three times within 8 seconds.
2. Navigate to the System Information Menu and press OK.
3. The current Model Number will appear in the menu list.
4. Highlight model number and press OK.
5. Exit Diagnostics Mode by pressing the BACK button (Main Menu).
6. Select EXIT DIAGNOSTICS and press OK
7. Power unit down for 30 seconds and allow normal power up.
8. Model Number is saved.

Cooking Updates

Jenn-Air & KitchenAid Gas/Dual Fuel Cooktops and Ranges

JDRP430WP00	JGCP430WP00	KDRS407VSS00	KGCU407VSS00	YJDRP436WP00
JDRP436WP00	JGCP436WP00	KDRS462VSS00	KGCU462VSS00	YJDRP536WP00
JDRP536WP00	JGCP536WP00	KDRS463VSS00	KGCU463VSS00	YJDRP548WP00
JDRP548WP00	JGCP548WP00	KDRS467VSS00	KGCU467VSS00	
		KDRS483VSS00	KGCU482VSS00	YKDRS407WP00
	JGRP430WP00		KGCU483VSS00	YKDRS467WP00
	JGRP436WP00	KDRU707VSS00	KGCU484VSS00	
	JGRP536WP00	KDRU763VSS00		YKDRU707WP00
	JGRP548WP00	KDRU767VSS00		YKDRU767WP00
		KDRU783VSS00		

Concern:

Large 20,000 BTU Stacked Burner(s) not lighting.

Correction:

Replace burner base with part # W10320937.

Service Pointer K4317483 (March 2010).

Concern:

15,000 BTU Burner(s) nuisance sparking.

Correction:

New burner design available. Order burner assembly part # W10342487 (includes a burner head, ignitor and base).



Old Design Burner



**New Design Burner Assembly
Part # W10342487
(no burner cap)**

Cooking Updates

Maytag MicroHood Combination Oven

Model: MMV1164WS

Concern:

5100 Stainless steel models were built with a Gray Touch Panel instead of the Black Touch Panel as specified.

Units will not be reworked. Future production will be MMV1164WS01.

Solution:

Complete service call by ordering the correct Touch Panel assembly per customers choice.

Stainless Steel Frame w/Black Touch Panel

- W10340660

Stainless Steel Frame w/Gray Touch Panel

- W10315762



Jenn-Air Dedicated Microwave Ovens

JMC2430W*00	JMC2430W*01	JMC2130W*00	JMC2127W*00
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Concern:

Number "3" may randomly appear in the display.

Cause:

Control software issue.

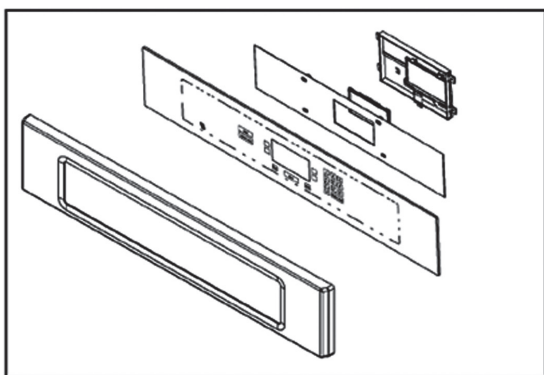
Correction:

Replace the control assembly. Service Pointer K8178811 (July 2010)

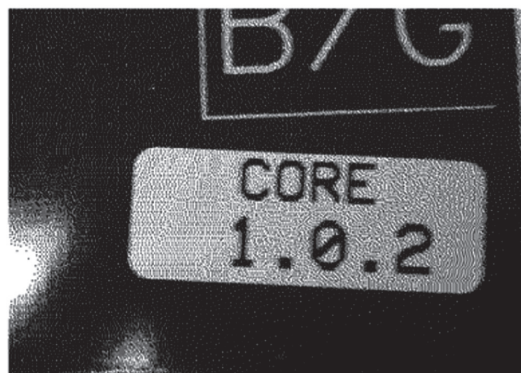
Note:

Service controls have been corrected and will have the software version tag as shown that indicates version 1.0.2.

Earlier software versions will have issues with the # 3 randomly appearing.



Control assembly includes all parts shown.



Revision Number shown on replacement Control Assembly.

Cooking Updates

Jenn-Air Slide-In Ranges

JDS8850CDS00	JES8750CAS00	JGS8750CDS00
JDS9860CDS00	JES8850CAS00	JGS8850CDS00
	JES8860CCS00	JGS9900CDS00
	JES9750CAS00	
	JES9800CAS00	
	JES9860CCS00	
	JES9900CCS00	

***Only Stainless Steel models affected**

Concern:

The keypads are too light, and difficult to see.

Cause:

Color graphics are not bright enough.

Solution:

The User Interface is being changed to more contrasting colors.

There will be an engineering dash change when the new user interface is available.

New Console assemblies are available as listed in the chart below. Current console assemblies, from parts lists, sub to the new part numbers listed.

Jenn-Air Slide-In Ranges

Model	New Part #
JDS8850CDS00	W10314414
JDS9860CDS00	W10314421
JES8750CAS00	W10314412
JES8850CAS00	W10314415
JES8860CCS00	W10314416
JES9750CAS00	W10314422
JES9800CAS00	W10314417
JES9860CAS00	W10314420
JES9860CCS00	W10314420
JES9900CCS00	W10314418
JGS8750CDS00	W10314413
JGS8850CDS00	W10314414
JGS9900CDS00	W10314419
*Only Stainless Steel models affected	



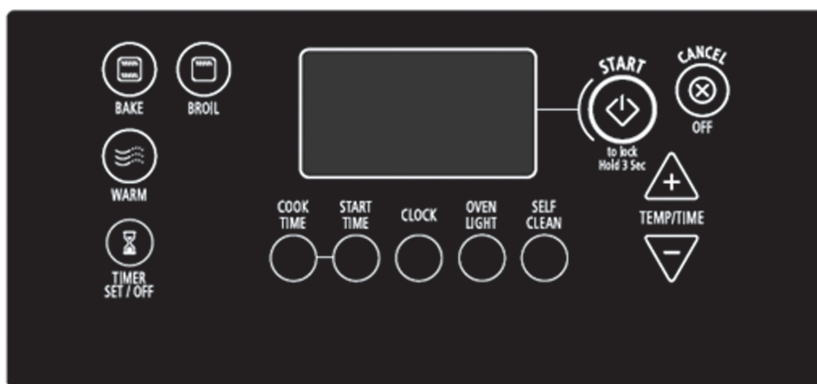
Cooking Updates

Gas and Electric Freestanding Ranges No AM/PM Feature Models Affected:

AER5522VA*0	IES350XW0	MER5605W*0	RF114PXS*2	SF265LXT*0	TEP340V*0	WERC4101S*1	WFE114LW*0	YES350XW0
AER5522VC*0	IVE32300	MER7651W*0	RF114PXS*3	SF265LXT*1	TES325V*0	WERC4101S*2	WFE321LW*0	
AER5524XA*0	IVE82300	MER7661W*0	RF212PXS*3	SF265LXT*2	TES326V*0	WERC4101S*3	WFE324LW*0	YMER7651W*0
AER5821VA*0	IVP33800	MER7661W*1	RF212PXS*4	SF272LXT*0	TES355V*0		WFE301LV*0	YMER7651W*1
AER5822VA*0	IVP85800	MER7662W*0	RF214LXT*0	SF272LXT*1	TES356V*0	WERE3000S*1	WFE361LV*0	YMER7660W*0
AER5822VC*0	IVP85801	MER7662W*1	RF214LXT*1	SF272LXT*2		WERE3000S*2	WFE364LV*0	YMER7660W*1
AER5823XA*0		MER7765W*0	RF260BXS*2	SF362LXT*0	TGS325V*0		WFE366LV*0	YMER7662W*0
AER5823XC*0		MER7765W*1	RF262LXS*2	SF362LXT*1	TGS325V*1	WERP3101S*1	WFE371LV*0	YMER7662W*1
AER5830VA*0		MER7775W*0	RF262LXS*3	SF362LXT*2	TGS326V*0	WERP3101S*2	WFE374LV*0	YMER7765W*0
AER5844VA*0		MER7775W*1	RF262LXS*4	SF367LXS*1	TGS326V*1	WERP4101S*1	WFE381LV*0	YMER7765W*1
AER5844VC*0		MER8770W*0	RF263LXT*2	SF367LXS*2		WERP4101S*2	WFG361LV*0	YMER8770W*0
AER6011VA*0		MER8770W*1	RF263LXT*3	SF462LXS*1	TEP340V*0	WERP4101S*3	WFG361LV*1	YMERH770W*0
			RF263LXT*1	SF462LXS*2		WERP4110S*1	WFG361LV*0	YMERH770W*1
AGR5844VD*0		MGR7661W*0	RF263LXT*2		TES325V*0	WERP4110S*2	WFG361LV*1	
AGR5844VD*1		MGR7661W*1	RF263LXT*3		TES326V*0	WERP4110S*3	WFG366LV*0	YRF115LXV*0
AGR6011VD*0		MGR7662W*0	RF264LXS*1		TES355V*0		WFG371LV*0	YRF263LXT*0
AGR6011VD*1		MGR7662W*1	RF264LXS*2		TES356V*0		WFG371LV*1	
		MGR7665W*0	RF264LXS*3				WFG374LV*0	YWFE301LV*0
		MGR7665W*1	RF265LXT*2		TGS325V*0		WFG374LV*1	YWFE361LV*0
		MGR7775W*0	RF265LXT*3		TGS325V*1		WFG381LV*0	YWFE366LV*0
		MGR7775W*1	RF272LXT*2		TGS326V*0		WFG381LV*1	YWFE371LV*0
		MGR8670W*0	RF272LXT*3		TGS326V*1			YWFE381LV*0
		MGR8670W*1	RF362LXT*2					
			RF362LXT*3					
			RF367LXS*3					
			RF367LXS*4					
			RF462LXS*3					
			RF462LXS*4					

* All Colors

Electronic Range Control



Concern:

Customer can not set clock for AM/PM operation. The U&C guide describes setting the control for AM or PM.

Cause:

This feature was removed in 2008 and the literature is incorrect. The literature going forward has change to state “ ON SOME MODELS ”.

Solution:

Do not change control. Unit is operating correctly.

Cooking Updates

Jenn-Air Built-in Ovens

JJW2430W	JJW2730W	JMW2430W
JJW2330W	JJW2830W	JMW2330W
JJW2427W	JJW2530W	JMW2427W
JJW2327W	JJW2727W	JMW2327W
	JJW2827W	
	JJW2527W	
*All Colors		

Concern:

The DELAY feature with COOK TIMER does not work. When setting this feature and after PREHEAT you are instructed to insert food and PUSH start, but if customer is not home they cannot do that.

Cause:

For JennAir Models with the 4" display, if they set a COOK TIMER and a DELAY, then **when the oven gets to temperature, the timer is NOT going to start until the door is opened and closed, or the timer start button is pressed. So there is no way for the timer to start on its own for a delay start.**

Correction:

None at this time. This is a software issue and engineering is working on a fix.



Induction Cooktop Configuration Label

Models: ICI500X*00, KICU500X*00, GCI3061X*00

The tech sheets used in the first production of Induction Cooktops has an incorrect Cooktop Configuration label. Listed below is the incorrect label used and the new label with the correct information.

Incorrect information used on first production
of Induction Cooktops.

Configuration Number	Cooktop Model
19	ICI750X
20	ICI500X
21	GCI3061X
22	KICU500X
23	KICU509X
24	JIC4430X
25	JIC4536X
26	KICU569X

Correct Label

Configuration Number	Cooktop Model
20	ICI500X*01
21	GCI3061X*01
22	KICU500X**01
23	KICU509X
24	JIC4430X
25	JIC4536X
26	KICU569X
27	GCI3061X*00
28	KICU500X**00
29	ICI500X*00

*= All colors
01 = 01 or greater

Cooking Updates

TECHNICAL SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☐ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☒ KITCHEN PRODUCTS

K4317483
March 2010

This Service Pointer Applies To The Following Brands:

☐ Whirlpool® ☒ KitchenAid® ☒ Jenn-Air® ☐ Maytag®
☐ Amana® ☐ Roper® ☐ Admiral®

JennAir and KitchenAid Gas & Dual Fuel Cooktops and Ranges

Models:

JDRP430WP00	JGCP430WP00	KDRS407VSS00	KGCU407VSS00	YJDRP436WP00
JDRP436WP00	JGCP436WP00	KDRS462VSS00	KGCU462VSS00	YJDRP536WP00
JDRP536WP00	JGCP536WP00	KDRS463VSS00	KGCU463VSS00	YJDRP548WP00
JDRP548WP00	JGCP548WP00	KDRS467VSS00	KGCU467VSS00	
	JGRP430WP00	KDRS483VSS00	KGCU482VSS00	YKDRS407VS00
	JGRP436WP00		KGCU483VSS00	YKDRS467VS00
	JGRP536WP00	KDRU707VSS00	KGCU484VSS00	YKDRU707VS00
	JGRP548WP00	KDRU763VSS00		YKDRU767VS00
		KDRU767VSS00		
		KDRU783VSS00		

Code Date: Product built before March 2010 (D010)

CUSTOMER CONCERN:

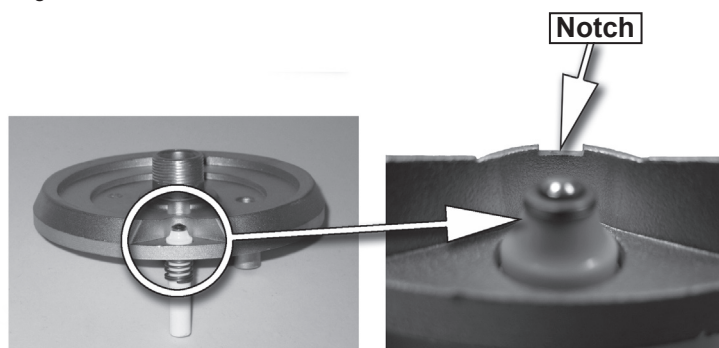
Large 20,000 BTU Stacked Burner(s) Not Lighting all the time.

CAUSE:

Large Burner ignition port variation.

CORRECTION:

Replace Large Burner Base with new replacement part # W10320937. This new base has an added notch behind the ignitor. See Illustrations.



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Cooking Updates

TECHNICAL SERVICE POINTER FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☐ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☒ KITCHEN PRODUCTS

K8178811
June 2010

This Service Pointer Applies To The Following Brands:

☐ Whirlpool® ☐ KitchenAid® ☒ Jenn-Air® ☐ Maytag®
☐ Amana® ☐ Roper® ☐ Admiral®

The Number “3” Randomly Appears in the Display

Models:


JennAir Dedicated Microwave Ovens			
JMC2430W*00	JMC2430W*01	JMC2130W*00	JMC2127W*00

CUSTOMER CONCERN:

The number “3” may randomly appear in the display.

CAUSE:

Control software issue.

**WARNING**

Electrical Shock Hazard

Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

CORRECTION:

Replace the control assembly.

Control Panel Assemblies by Model and Color				
Color*/Model	JMC2430W*00	JMC2430W*01	JMC2130W*00	JMC2127W*00
B = BLACK	W10240000	W10323051	W10240000	W10239997
S = STAINLESS	W10240003	W10328721	W10240003	W10239999
R = OIL BRONZE	W10240004	W10323050		
P = PRO-STYLE	W10240003	W10328721		

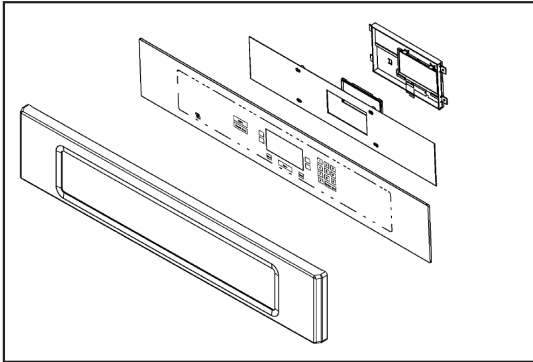
NOTE:

Service controls have been corrected and will have the software version tag as shown below that indicates version 1.0.2.

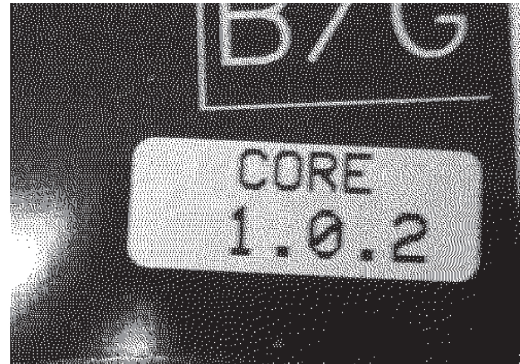
Earlier software versions will have issues with the # 3 randomly appearing.

ALL POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm
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Cooking Updates



Control assembly includes all parts shown.



Revision Number shown on replacement Control Assembly.

—NOTES—

Fabric Care Product Updates

Platform/Model Description Change

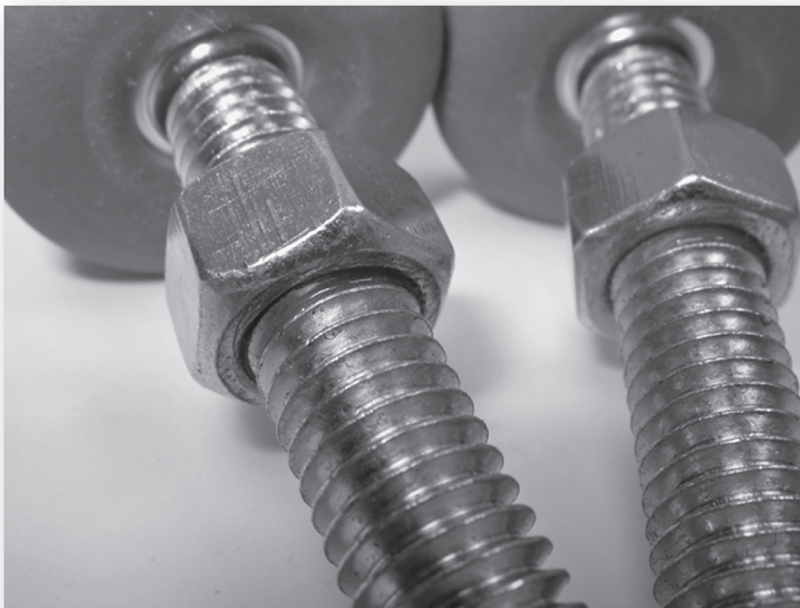
Front Loaders		
Duet/Epic	→	38" Belt Drive
2010	→	38" Direct Drive
Sport/Epic Z	→	36" Belt Drive
Compact	→	Compact

Top Loaders		
Cabrio/Bravos	→	Direct Drive HE
	→	VMW HE
Classic	→	Direct Drive
	→	VMW
Compact	→	Compact

Due to complexities with new and old model lines, the Platform descriptions have changed to avoid confusion.

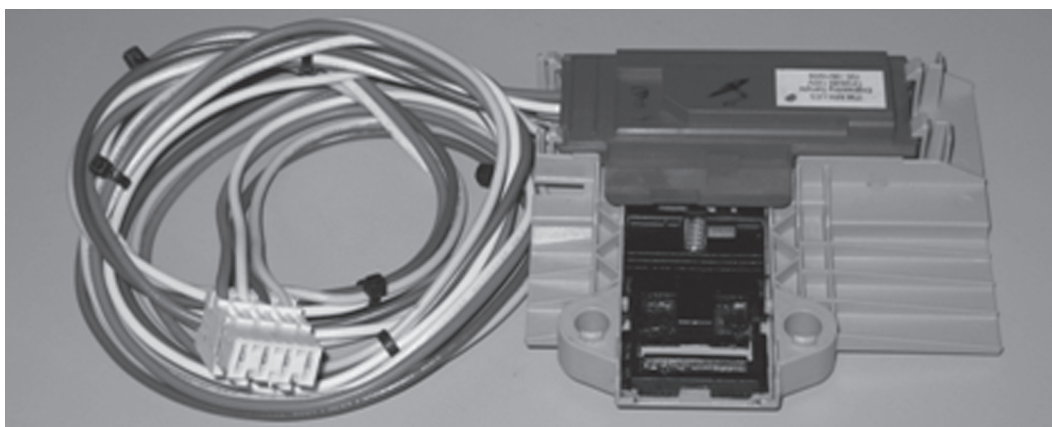
VMW HE Washer - Updates

Thread Lock On Leveling Nut



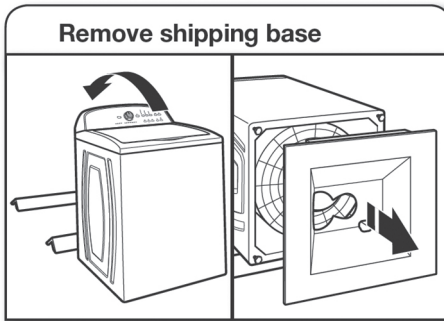
To aid in the manufacturing process the lock nuts will be secured to the threads of the foot with a thread locking compound. It will take a little bit of force to break the nut free if a foot height adjustment is needed. There is no need to use a locking compound on the treads for installation or service adjustments.

Lid Locked on Delivery



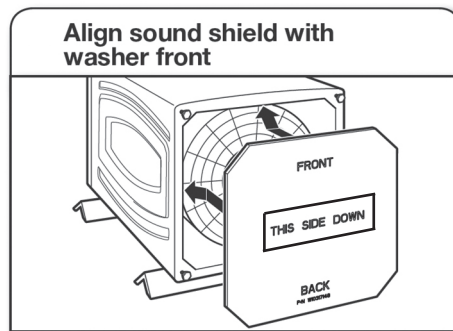
The lids can become locked during transport. If this happens, plug the washer in. Push the POWER button, wait until the LID LOCK light goes out and push the POWER button (to turn the washer off).

Washer Installation Instructions

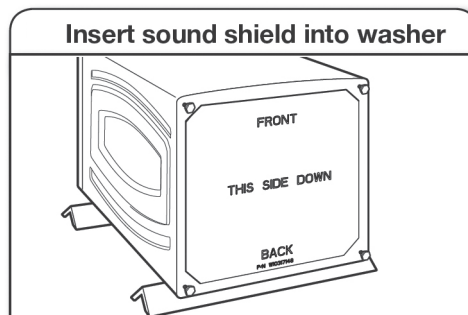


These instructions replace Step 2 of the washer:

To avoid damaging floor and washer, place cardboard supports from shipping carton on floor behind washer. Use two or more people to tip washer back and place on cardboard supports. Remove shipping base. **IMPORTANT:** Removing foam shipping base is necessary for proper operation.



Orient the sound shield with the edge marked **FRONT** toward the front of the washer. The words **THIS SIDE DOWN** should be facing out.



Starting with one side, insert the sound shield into the bottom of the washer so that it is behind the frame. Stand the washer upright.

Reminders

Sounds

Normal Sounds You Can Expect

At different stages of the wash cycle, you may hear sounds and noises that are different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle, as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the washplate moves the load. And sometimes, you may hear nothing at all, as the washer determines the correct water level for your load or allows time for clothes to soak.

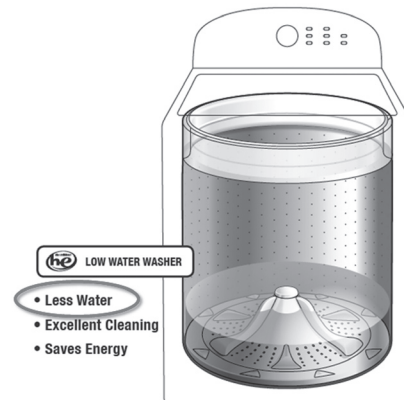
Remember that the new HE Belt Drive washers use less water (many customers will notice) and that they do not sound the same as any prior washers that we have made. Get yourself familiar with the sounds of these new washers.

Don't forget that the agitation strokes are variable, dependant on Cycles selected, Options selected and the input readings to the control.

Low Wash Water Technology

Uses Less Water

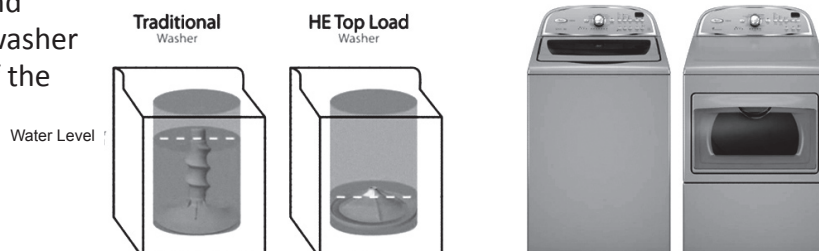
- About 2" of washplate
- Not all of the clothes will be under water



Remember that the new HE VMW's use less water. A proper water level will leave about 2" of the washplate NOT under water. Not all of the clothing will be under water – it is NORMAL for some clothes to be wet and above the water level line.

Uses 20-66% of the water (vs. Traditional Washer) Approx 16-18 Gallons (vs. 40-45 Gallons)

Long term savings! Water and energy savings from an HE washer are equivalent to the cost of the dryer!



Reminders

Low Wash Water Technology

- Uses Less Water
- Uses Less Energy
 - These washers use less energy through ramping and coasting the spin, the use of an efficient Permanent Split Capacitor Induction motor and tighter control of water temperatures and water levels.
- Produce Better Cleaning Results
 - Less Water + Full Dose of HE Detergent equals BETTER cleaning results!!!!
- Gentler On Clothes
 - Non agitator washers are proven to be gentler on clothes (a slower agitation rate is possible in these washers due to the concentrated solution and low water levels).

Low Wash Water Technology

TRUST THE SOFTWARE !!!!!!!

- 100 years of clothes cleaning experience
 - Billions of loads
- TRUST THE SOFTWARE !!!!
- Select the correct cycle and options
- TRUST THE SOFTWARE !!!!
- DO NOT add Water
 - Too Much Water = Cleaning Complaints
 - Reduced Mechanical Energy
 - (clothes will float)
 - Diluted Detergent
 - Cycle Algorithms



Remember: **TRUST THE SOFTWARE!!!!!!**

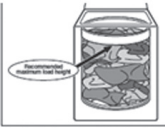
Whirlpool has a hundred years of clothes cleaning experience and has experimented with cleaning billions of loads of clothes. If you are handling a “cleanability” complaint, make sure that the customer has used the correct cycle, selected the correct modifiers and is using chemicals correctly. Do not try to fool the machine by finding ways to fill the unit with more water. You will be fighting 100 years and billions of cycles of experience. TRUST THE SOFTWARE!!! Selecting a (wrong) cycle just because it uses more water also selects the wrong agitation profile, wrong time profile and wrong spin profile for the fabric type, load size and soil level.

Automatic Load Sensing

WHAT'S NEW UNDER THE LID?
Cleaning with Less Water


Automatic Load Size Sensing

Once you start the cycle, the lid will lock, and the washer will begin the sensing process to determine the correct water level for the load. This may take several minutes.



When loading the washer with dirty laundry, fill it evenly around the basket wall. For best results, fill no higher than the recommended maximum load height.


Automatic Load Size Sensing
Once you start the cycle, the lid will lock, and the washer will begin the sensing process to determine the correct water level for the load. This may take several minutes. You will find a step-by-step description in the "Cycle Status Lights" section.



The washplate moves the load while water is added in small amounts until the load is wet. This low-water wash method uses less water and energy compared to a traditional agitator-style washer.

Choosing the Right Detergent

Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Low-sudsing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failure and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer's instructions to determine the amount of detergent to use.



Use only high efficiency (HE) detergent.

Concentrated Cleaning

Low-water cleaning means concentrated cleaning. Rather than diluting detergent as done in an agitator-style washer, this washer delivers the detergent directly to the soils.

Normal Sounds You Can Expect

At different stages of the wash cycle, you may hear sounds and noises that are different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle, as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the washplate moves the load. And sometimes, you may hear nothing at all, as the washer determines the correct water level for your load or allows time for clothes to soak.

3

From START button push to water entering the washer may take:

- No load in the washer up to 2 minutes
- 18 pound load up to 3 minutes

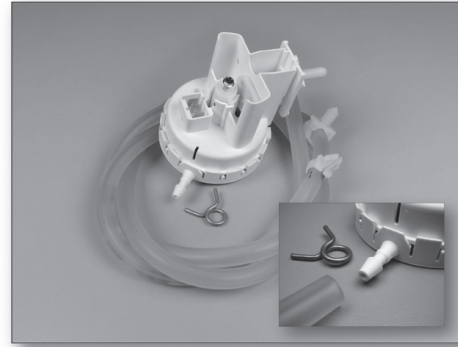
If the lid is opened during the child entrapment the machine will go into the pause mode.

To avoid additional delays the lid needs to remain shut during the sensing mode.

Direct Drive TL Washer - Updates

Standard Pressure Switch/Hose

Pressure Hose off?
Replace hose and switch.
Use all kit parts.



Do not simply reattach a fallen pressure switch hose to the pressure switch and consider the repair complete. You must replace the pressure switch hose and pressure switch. Anytime that you find a pressure switch hose that is damaged, cut, too short, disconnected, etc. it must be replaced. Cutting off the end of a pressure hose and/or stretching the hose to fit (removing the slack) increases the risk that the hose may become detached. When ordering replacement hoses or a pressure switch, on some models, it will come as a kit. It consists of a new hose of the correct length, a new barbed pressure switch and a clamp. You must use all of the parts in the kit for a proper repair.

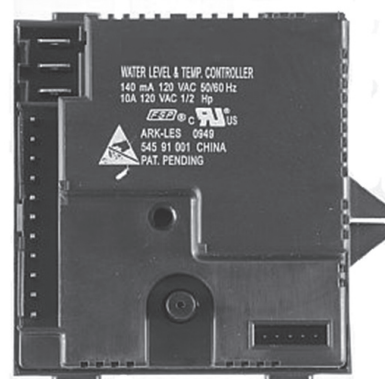
Siphoning - AND...

When installed improperly, the washer can get stuck in a siphon mode



Repeat Load Sense/ATC Failures

If you get a Load sense washer that has repeated (ATC) switch failures, be sure to have the tech check for a possible drain siphoning situation, in certain instances, if the washer has a siphoning issue and continues to fill for a long extended period of time, it will cause the control in the switch to fail. In these cases, have the tech secure the drain hose so there is no way a siphon effect can start and replace the switch again. Of course it is always important to check all aspects of the customers electrical supply, right there at the washer.



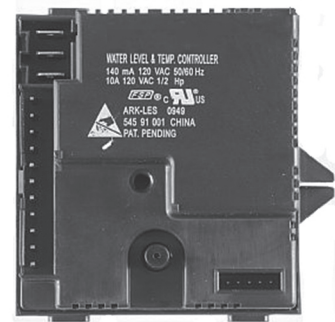
Repeat Load Sense/ATC Failures (continued)

Reverse polarity (at the home electrical supply or inside of the washer) will cause repeat Load Sense/ATC failures. Make sure that polarity is not reversed at the power supply, the power cord, the noise filter or the harness pin connectors.



Home Plumbing Noise

All current stock of Load Sense Switches (as of 6/11) have had software adjustments to correct for repeat failures and to reduce home plumbing noise.



VMW Classic Washer - Updates

Sept/Oct 2010

VMW classic top load washers.

The VMW is now being manufactured with an agitator.

Impeller vs. Agitator Differences:

Differences between the agitator and the impeller models are:

- An agitator instead of an impeller.
- The Basket – it is very similar to the Direct Drive basket.
- The Tub – is shorter for the agitator style Basket.
- The Suspension – is shorter for the shorter Tub.
- The Gearcase – it has taller agitator shaft
- Drive Block and Spanner Nut the same as the Direct Drive's.
- Drive Motor –it is a 1/4hp motor (Impeller model uses a 1/3hp)
- The software – is for an agitator Console access.



Reminders

Remember – Agitation Strokes are Variable

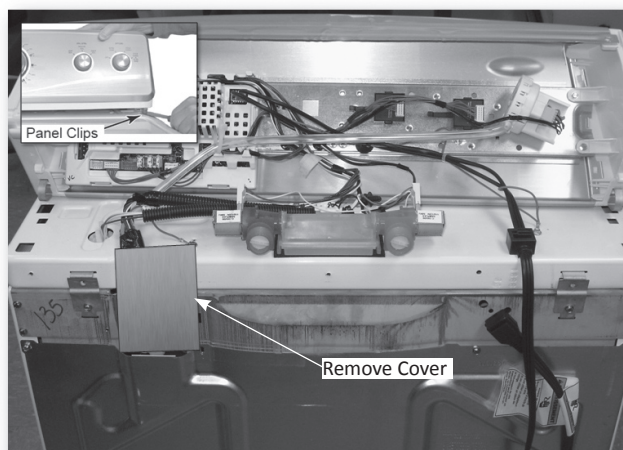
Don't forget that the agitation strokes are variable, dependant on Cycles selected, Options selected and the input readings to the control.

Console Access

The rear consol cover is tabbed at the top and held in at the bottom with three screws.



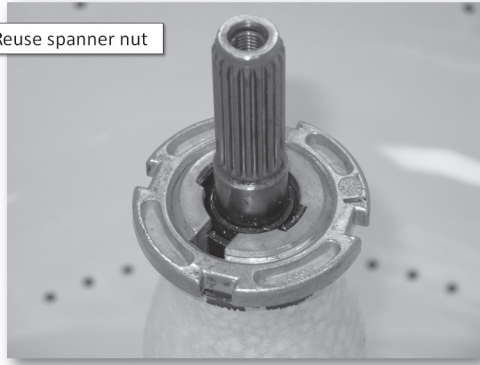
Release the front panel clips to free the console. Remember: To NOT damage the wires or pressure hose, remove the wire cover prior to lifting the top.



Tight Spanner Nut!

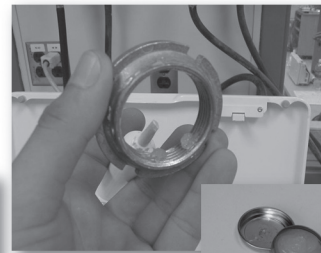
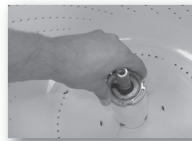
Reuse old spanner nut whenever possible.
Tighten following these instructions.

Reuse spanner nut



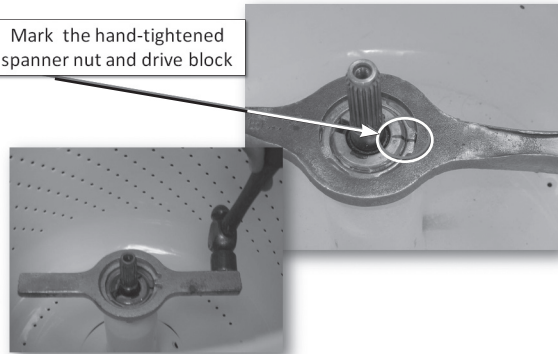
Silicone Grease
Part Number 542638

Use silicone grease on the threads – Truck
Stock part number 542638
Hand Tighten



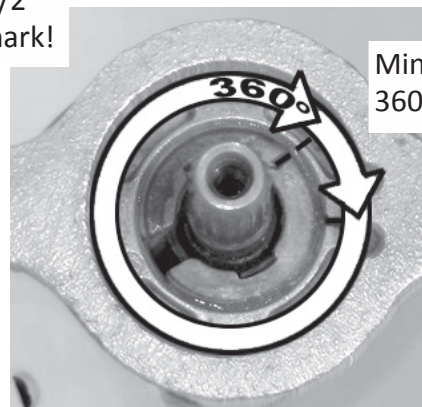
Make a positioning mark on the drive block
and hand tightened spanner nut. Tighten
with a hammer.

Mark the hand-tightened
spanner nut and drive block



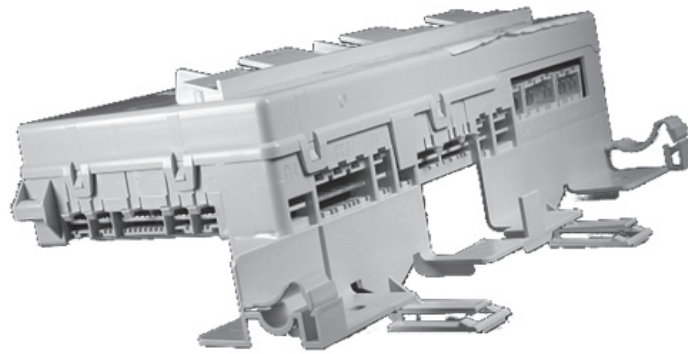
Tighten until 1/2"
BEYOND the mark!

Tighten until you have rotated the spanner
nut 360° around and taken the spanner nut
mark 1/2" beyond the mark on the drive block.



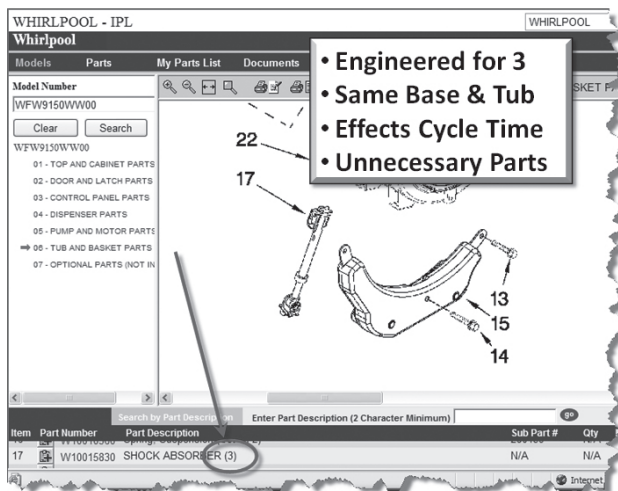
Minimum
360° Plus 1/2"

Front Load Washer - Updates



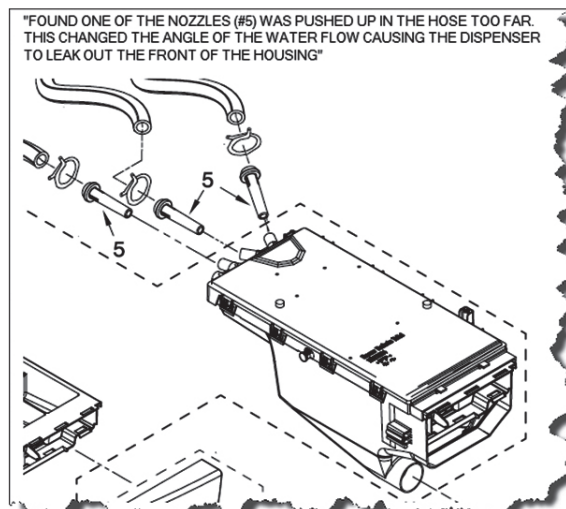
Control software has changed to meet new energy requirements. This affects replacement parts. All new controls no longer have a Warm/Warm option in the Normal Cycle.

Shocks – 36" Belt Drives



Not all front loaders are engineered to have four shocks. Even though a fourth shock may be physically added to these washers (they have the same base and tub), it may negatively effect cycle times. There have been reports of techs changing tubs when adding a fourth shock because they are concerned (unnecessarily) about the bearings.

Techline Tip



Duet Door Leak – Newer Models

- Replace Bellow
- Proper Position (no twists)
- Tight clamps (do not over tighten)
- Clean Bellow
- Tight Hinge Screws
- Test door alignment (RinseAid)
- Ø Replace Front

Newer Duet washers leaking from the door; Be sure the bellows has been replaced, is positioned properly without any twists, be sure clamps are secured properly without over tightening the screw type clamp on the tub side. Be sure the bellows is clean and that all hinge screws are tight, be sure door itself is aligned squarely with the washer front/bellows. A good test for door closing is this, open the door, apply rinse agent to the face of the bellows, close the door normally, reopen it and see if there is evidence of full contact on door glass where bellows makes contact, adjust/tweak the door if an area is found with no sign of contact. Follow this procedure unless the product you are dealing with is older. Do Not recommend replacing washer fronts on models newer than serial code HLT unless there is an obvious issue with it.

Amana & Inglis



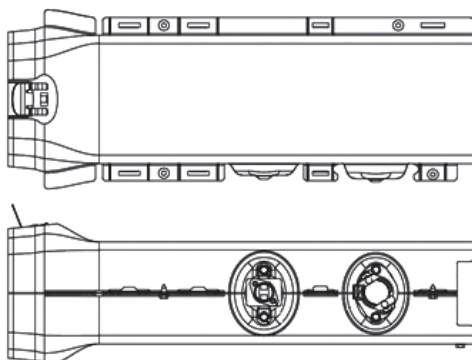
Amana and Inglis Front Load washers have changed from Samsung built to Whirlpool (Monterrey) 36" Direct Drive built.

Dryer - Updates

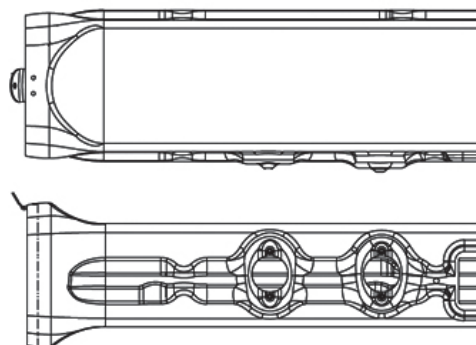
WED9270XWO

M02512746 through M02512795
and
M02517338 through M02517362

Several dryers may have been built with a two piece heater box assembly instead of a one piece heater box assembly.



Two Piece



One Piece

The two piece and one piece heater boxes are interchangeable. Be careful when looking up parts if you need to order one.

Steam (for Odors & Wrinkles)

The Steam dryer software is going through a running software change. To let the customer know that the steam cycle is working, it will spray a mist at the start of the cycle. It will be some time before Use and Care Guides will reflect this change.

Clean Up Updates

Maytag Rework #R254BV

Console Insert Quality
MDB4709AWW MDB6709AWW
MDBH949AWW MDB7809AWW MDC4809AWW
Serial Range FY39 - FY43

The insert on the Console may have been manufactured with incorrect material. If the customer calls with complaint that the Console Insert is discoloring, order and replace the Console assembly.
Use the chart to determine the correct Console part number for the model being repaired.

Models:	Console Number:
MDB4709AWW	W10254834
MDB6709AWW	W10254837
MDBH949AWW	W10254824
MDB7809AWW	W10199785
MDC4809AWW	W10255080

Upon completion of the repair, indicate R254BV on your work order and submit for payment through normal procedures.

New Hose Fitting - Avoid Leaks

DO NOT OVER TIGHTEN THE FITTING

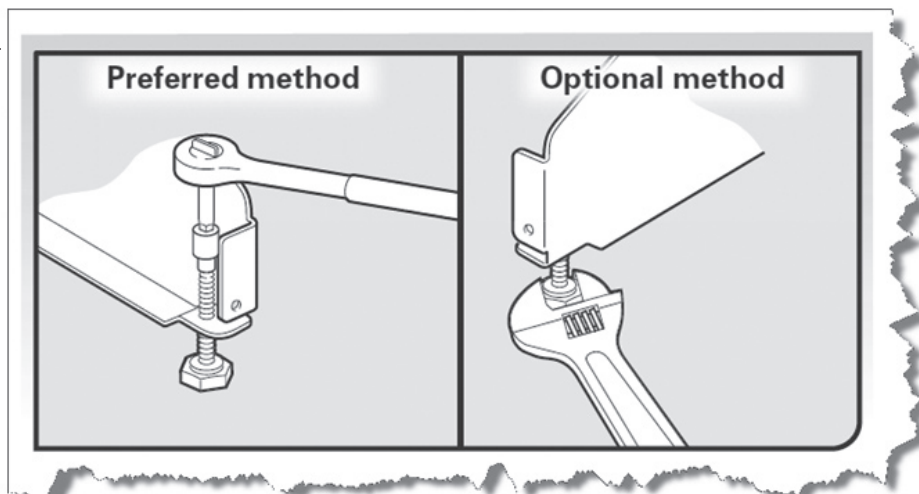
Hand tight
then: ¼ to ½
Turn



Remember: It is advised to only turn the new fitting ¼ to ½ turn past hand tight. Over tightening may cause a leak.

Tall Tub Front Leveling Legs

Helpful Tip: Run the leveling legs out and then back in prior to placing dishwasher under counter.



Ensure leveling leg moves freely prior to placing unit under counter: Run the leveling leg out and then back in using a 6 point socket on the foot. (This removes debris that could cause locking of the leveling legs.)

Rack & Tub Discoloration

- Plastic tub dishwashers are “whiter” than in the past.
- Tomato based foods may cause “pink” staining. Staining may be more visible than in the past.
- Plastic tubs “cure” within 30 to 40 cycles (about one month) and become more resistant to pink staining.
- Pink staining will disappear over time depending on how often the consumer washes tomato based stained dishes.
- Due to low sales volumes Proctor and Gamble® has dropped Cascade Plastic Booster® from their product line-up.
active ingredient: Benzol Peroxide
- Whirlpool is working to find an alternate solution.



HE Motor Testing



Ohming HE Motor is not possible

This is because it is not possible to ohm out a HE wash motor. There is no direct access to the windings from the terminals. The harness connection is the edge of a computer board. Any readings taken from here will show an open circuit.

HE Motor Testing

SERVICE DIAGNOSTICS WITH ERROR CODES

Entry sequence: HEATED DRY ⇒ NORMAL ⇒ HEATED DRY ⇒ NORMAL ⇒ HEATED DRY ⇒ NORMAL

NOTE: Some models have replaced the "Clean" LED with "Completed."

INTERVAL 27

DISPLAY TEST - ALL LEDS ON

ERROR 1 - MOST RECENT

INTERVAL 27

SERVICE DIAGNOSTICS CYCLE

INTERVAL	CYCLE, OPTION & STATUS LEDS
NORMAL	
1 HR WASH	
HI TEMP	
START/RESUME	
CIRC	
RUNNING	
DRYING	
SANITIZED	NOTE <input type="checkbox"/> 5
CLEAN/COMPLETED	NOTES <input type="checkbox"/> 4, 5, 6
ALL OTHER CYCLE, OPTION, & STATUS LEDS	

TOTAL TIME (min:sec): 24:11

SOIL SENSING INTERVALS & SENSOR CHECKS

INTERVAL	NOTE
1	<input type="checkbox"/> 5
2	<input type="checkbox"/> 6
3	<input type="checkbox"/> 7
4	<input type="checkbox"/> 8
5	<input type="checkbox"/> 9
6	<input type="checkbox"/> 10
7	<input type="checkbox"/> 11
8	<input type="checkbox"/> 12
9	<input type="checkbox"/> 13
10	<input type="checkbox"/> 14
11	<input type="checkbox"/> 15
12	<input type="checkbox"/> 16
13	<input type="checkbox"/> 17
14	<input type="checkbox"/> 18
15	<input type="checkbox"/> 19
16	<input type="checkbox"/> 20
17	<input type="checkbox"/> 21
18	<input type="checkbox"/> 22
19	<input type="checkbox"/> 23
20	<input type="checkbox"/> 24
21	<input type="checkbox"/> 25
22	<input type="checkbox"/> 26
23	<input type="checkbox"/> 27
24	<input type="checkbox"/> 28
25	<input type="checkbox"/> 29
26	<input type="checkbox"/> 30
27	<input type="checkbox"/> 31

INTERVAL 27

LOADS

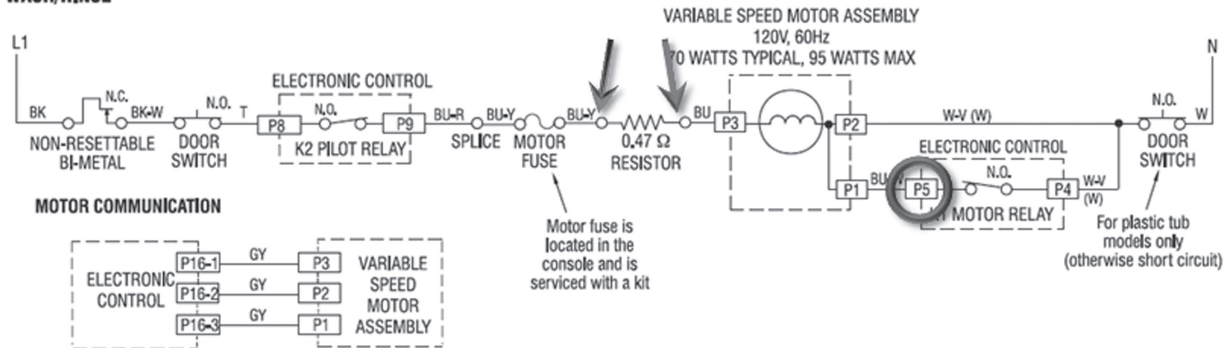
LOAD	NOTE
WASH MOTOR	<input type="checkbox"/> 1
PILOT RELAY	<input type="checkbox"/> 2
VENT	<input type="checkbox"/> 3
FILL	<input type="checkbox"/> 4
WASH MOTOR	<input type="checkbox"/> 5
DETERGENT/RINSE AND DISPENSER	<input type="checkbox"/> 6
DIVERTER	<input type="checkbox"/> 7
DIVERTER POSITION	<input type="checkbox"/> 8
DRAIN MOTOR	<input type="checkbox"/> 9
HEATER	<input type="checkbox"/> 10

INTERVAL 27

The best and fastest way to test the motor is to enter the diagnostic mode. Intervals 20, 17,16,13,12 and 11 are all steps that turn on the motor. If the motor turns on in any of these steps, you KNOW that the motor is OK.

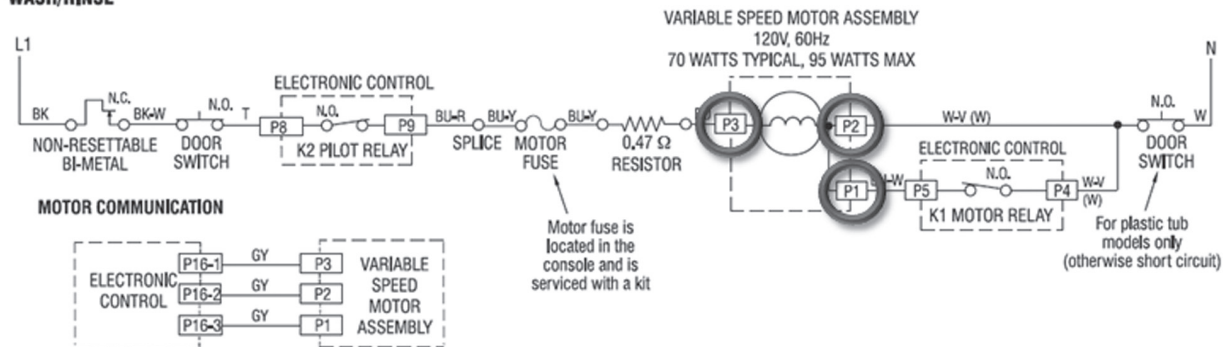
HE Motor Testing

WASH/RINSE



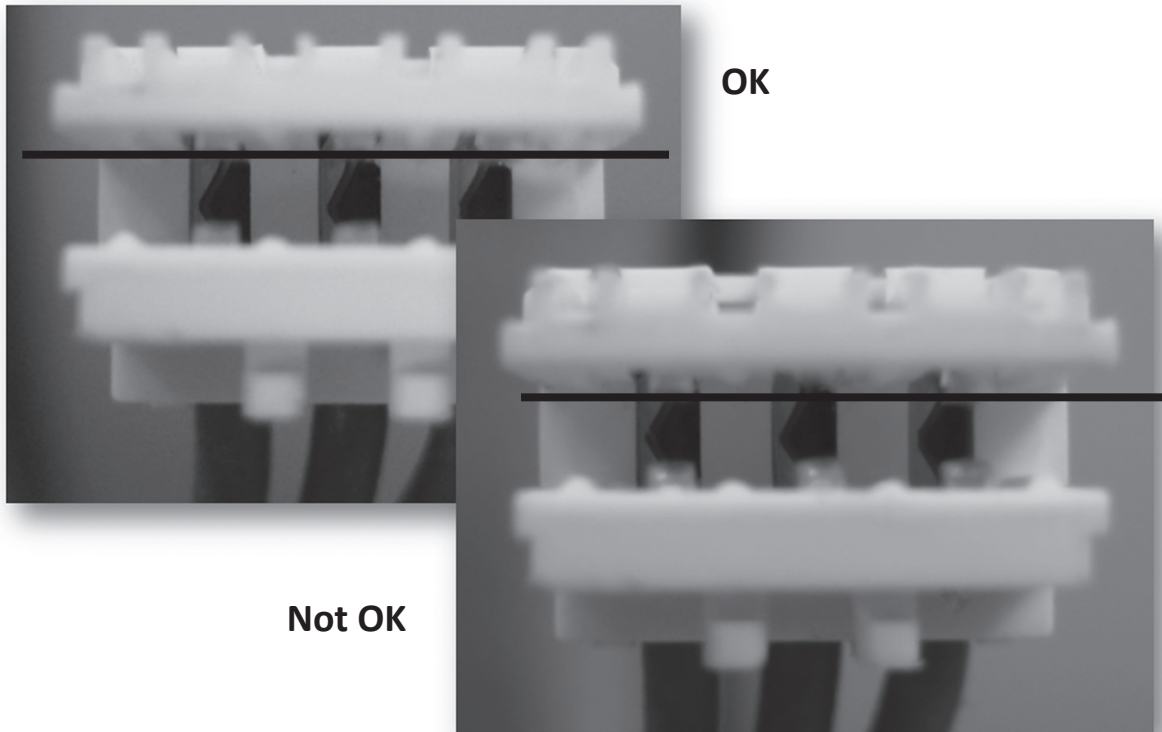
If it doesn't turn on, you can take some quick power checks while you have the motor circuit energized in diagnostics. From the control area, you should read line voltage from P5 on the control to both sides of the in-line resistor. If you do have line voltage then the problem will be in the motor or the connecting harness. If you don't have line voltage, trace the problem to something before these spots, like door switches, motor fuse or splice connections.

WASH/RINSE



For the most accurate voltage check, check at the motors P3 (Blue) connector to both the P2 (White/Violet or White) connector and the P1 (Blue/White) connector. If you read voltage here and the motor does not operate, then the motor will need replacement. If you don't see voltage at these points, your problem is elsewhere.

Checking Connections



Don't forget that poor RAST pin connections can cause components to not work and lead to mis-diagnosis.

Warranty Change

Dishwasher Tub and Inner Door Liner – Lifetime Warranty

Replace tub and/or inner door liner (don't replace the unit).

Coincide with model number engineering digit change.

KitchenAid warranty changed in June.

Jenn-Air warranty changed in July.



Be sure to check the warranty on any new:

KitchenAid dishwashers built after May 3, 2010

and

Jenn-Air dishwashers built after June 31, 2010.

Warranty Change

Maytag 10 Year Limited Warranty SS Tub Interior, Chopper and Racks

MDB7609AWW/B/S

MDB7709AWW/B/Q/S*

MDB7809AWW/B/Q/M*

MDB8859AWW/B/S*

MDB8959AWW/B/S

MDB7759AWW/B/S

MDBH979AWW/B/S

MDBH989AWW/B/Q/S

(retroactive warranty on existing models)

Models began on: September 9, 2009



30-Day Money Back

30 Day Quiet Money Back Guarantee

Maytag and Whirlpool Brands offer a Dishwasher 30 Day Quiet/Performance Money Back Guarantee on specific models.

Maytag added the guarantee this month.

Whirlpool has offered this guarantee for several years.



Compactors

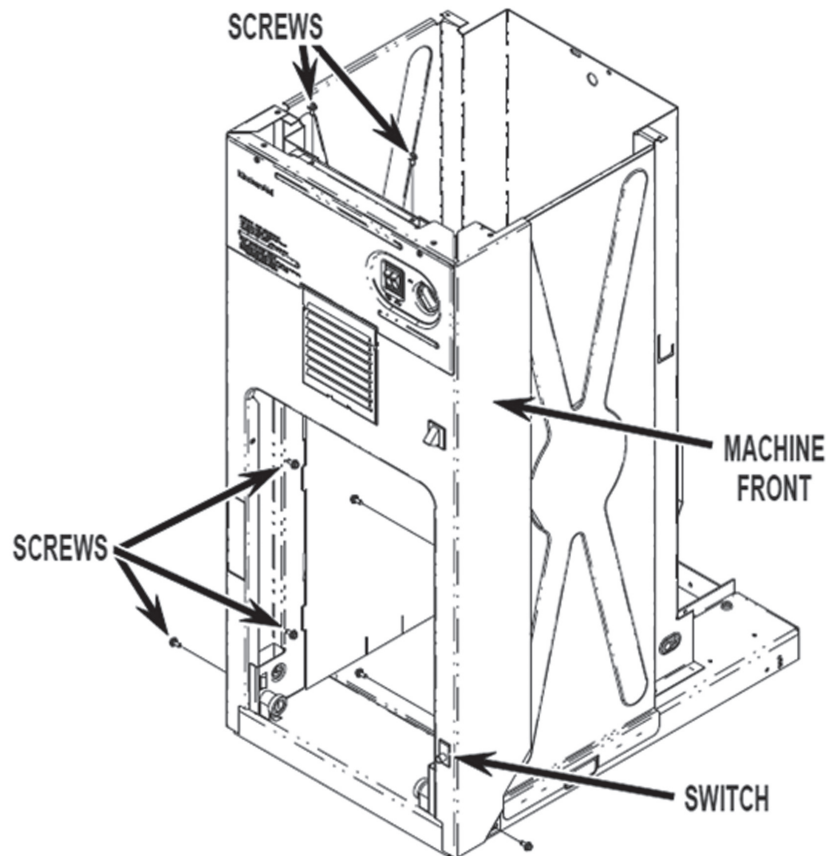
Replacement Start Switch Kit

Replacement parts sub to new kit - #W10342596

- 1 Normally closed switch
- 1 Actuator assembly
- 1 Toe guard
- 1 Template
- 2 Screws
- 1 Instruction Sheet

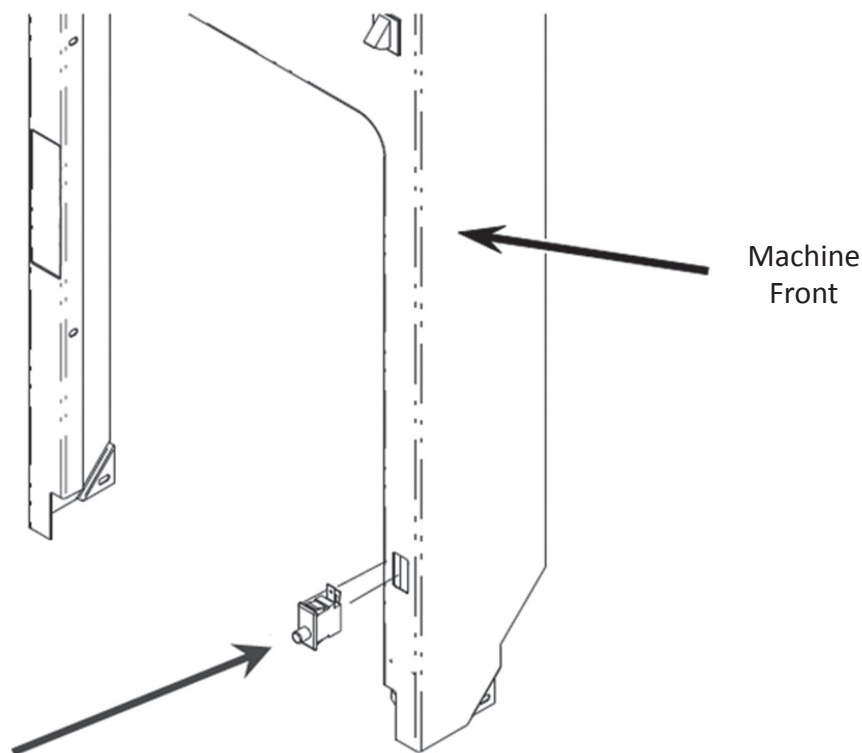
Starting in the second quarter, compactors went to a new integrated switching redesign. The switch has changed from a normally open switch to a normally closed switch that is held open by a new actuator lever. Replacement parts for the old switch will sub to a kit that contains: a normally closed switch, an actuator assembly, toe guard, a template, two screws and an instruction sheet.

Remove Front



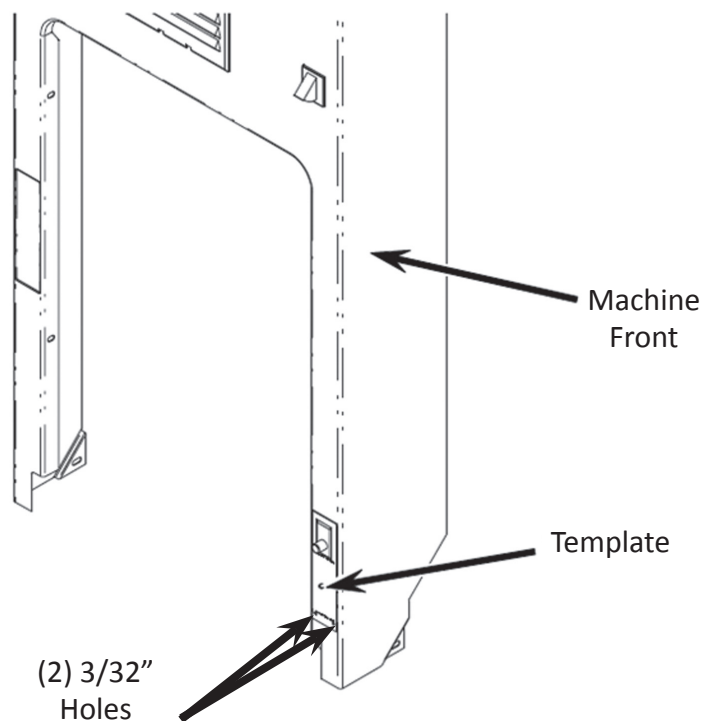
After removing the drawer and top panel, remove the front panel.

Replace Switch



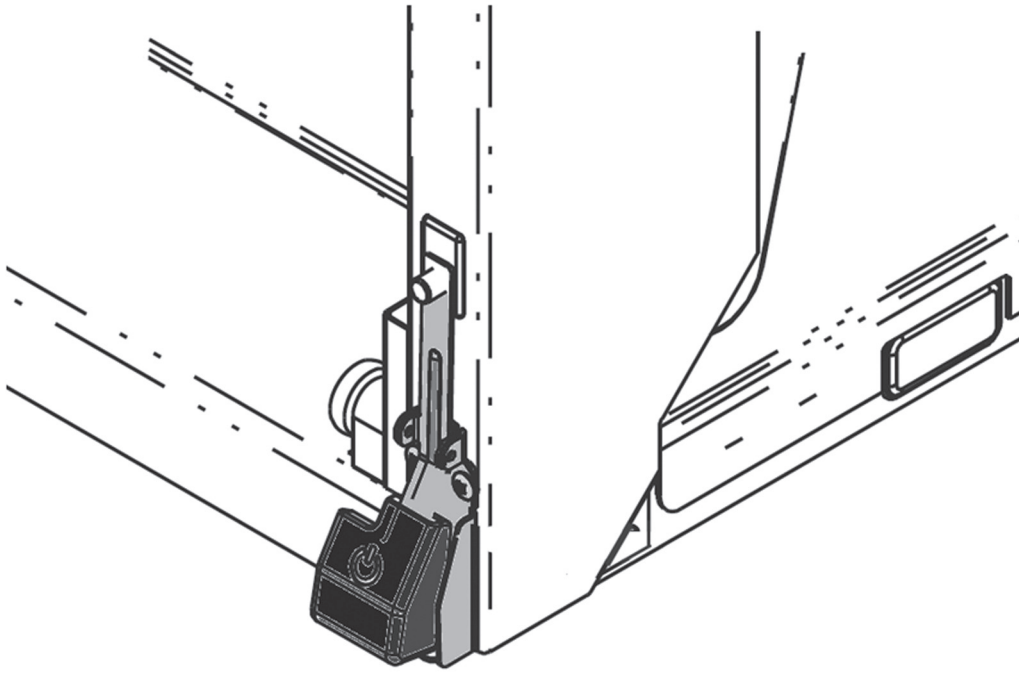
Switch orientation is with terminals pointed up.

Screw Hole Template



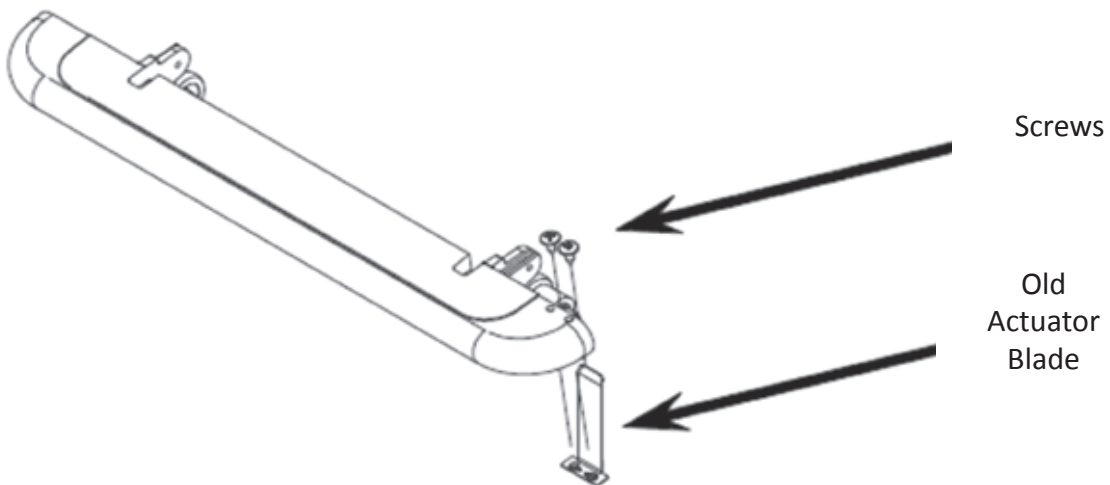
Place the template over the switch and drill two 3/32" holes for the new actuator.

New Actuator



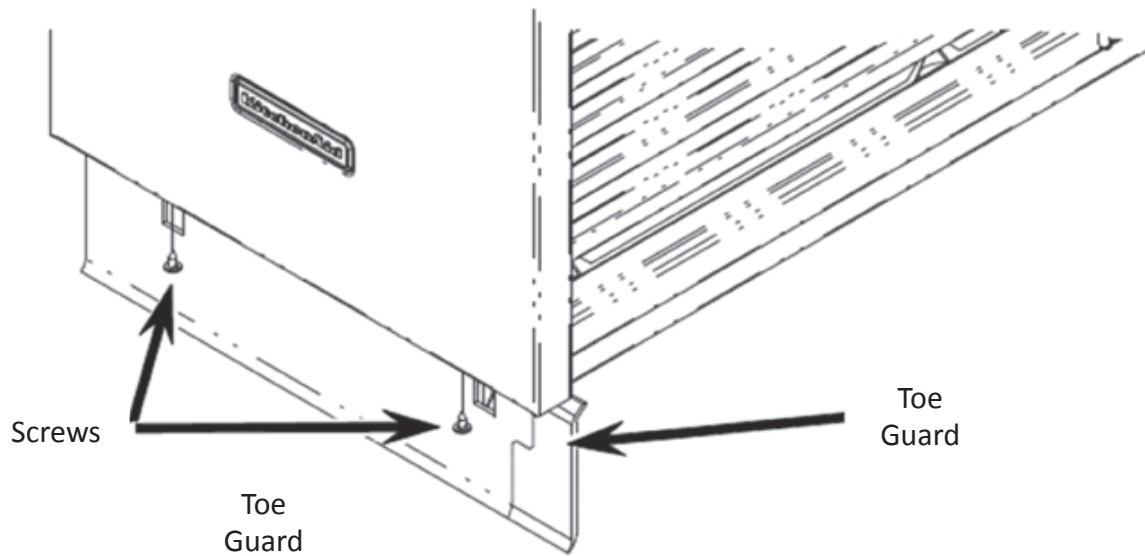
Install the new actuator.

Remove Old Actuator



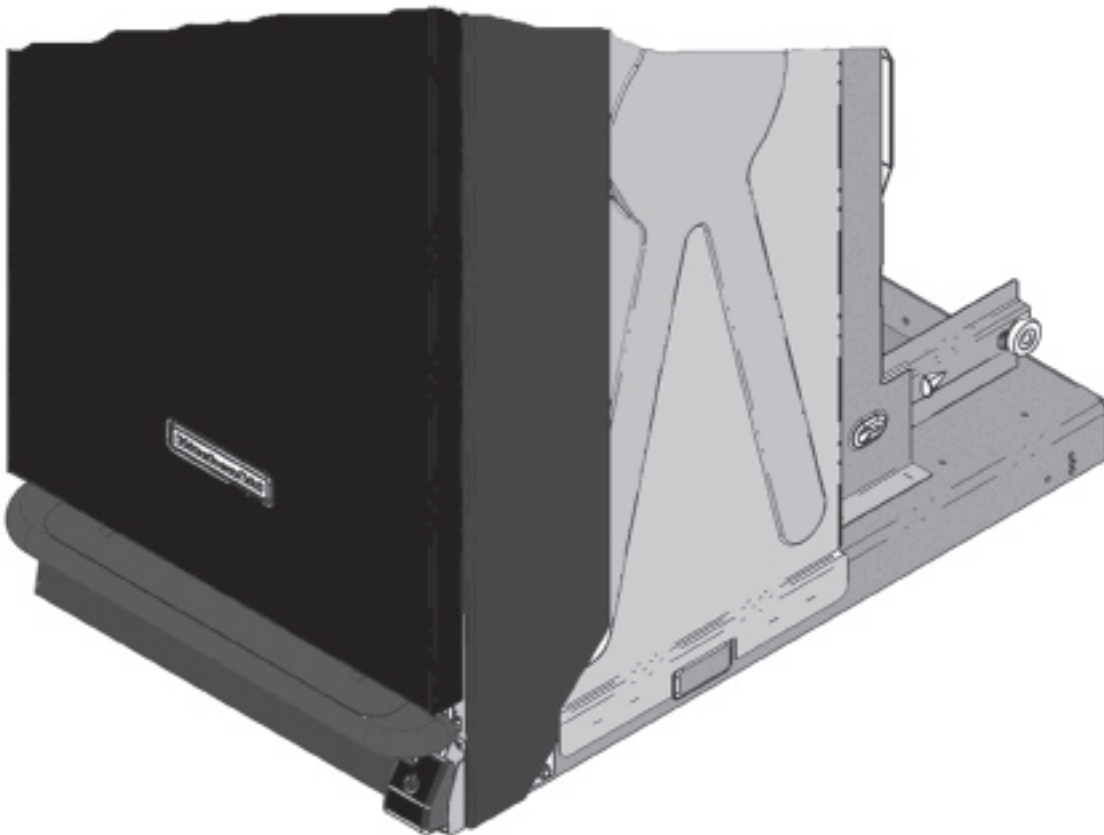
Remove the old actuator blade from the Foot Pedal.

New Toe Guard



Replace the old Toe Guard with the one provided in the kit.

Finished Modification



Complete your work, test the operation and clean up your work area.

Refrigeration Updates



Maytag French Door Refrigerator
Ice And Water In The Door
External Entry Pantry Drawer

MFX2571XEB
MFX2571XEM
MFX2571XEW

<u>Dimensions</u>	<u>In.</u>
Cutout Width (in)	36
Depth	35 5/8
Height	70 1/8
Width	35 5/8
Depth Closed Excluding Handles	32 7/8
Depth Closed Including Handles	35 5/8
Depth Excluding Doors	29
Depth With Door Open 90 Degree	48
Height To Top Of Cabinet	68 5/8
Height To Top Of Door Hinge	70 1/8
Width of Cabinet Only	35 5/8

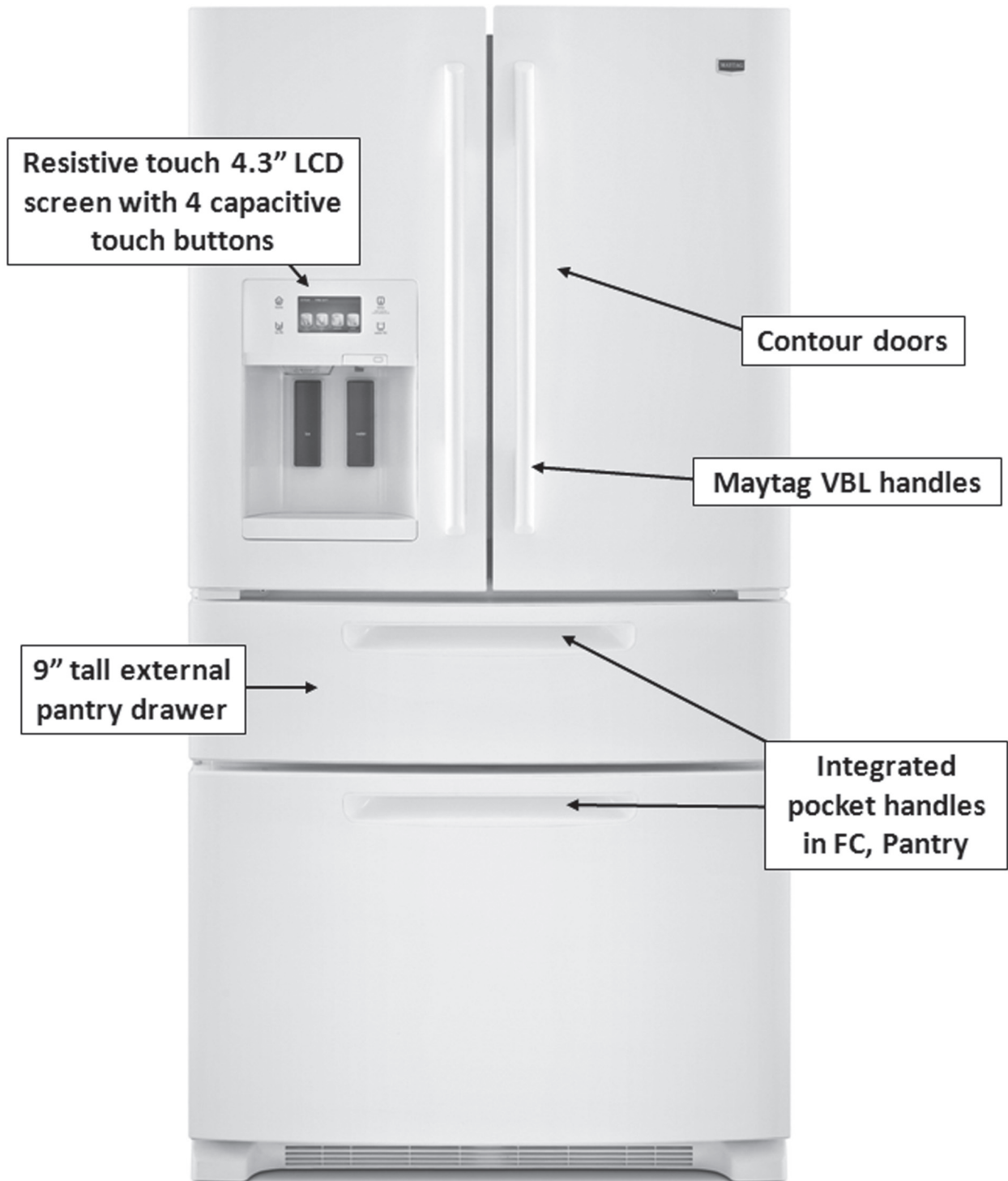


10 Year Compressor Warranty
1 Year Parts and Labor
2nd through 10th year Compressor is warranted but not labor

Refrigeration Updates

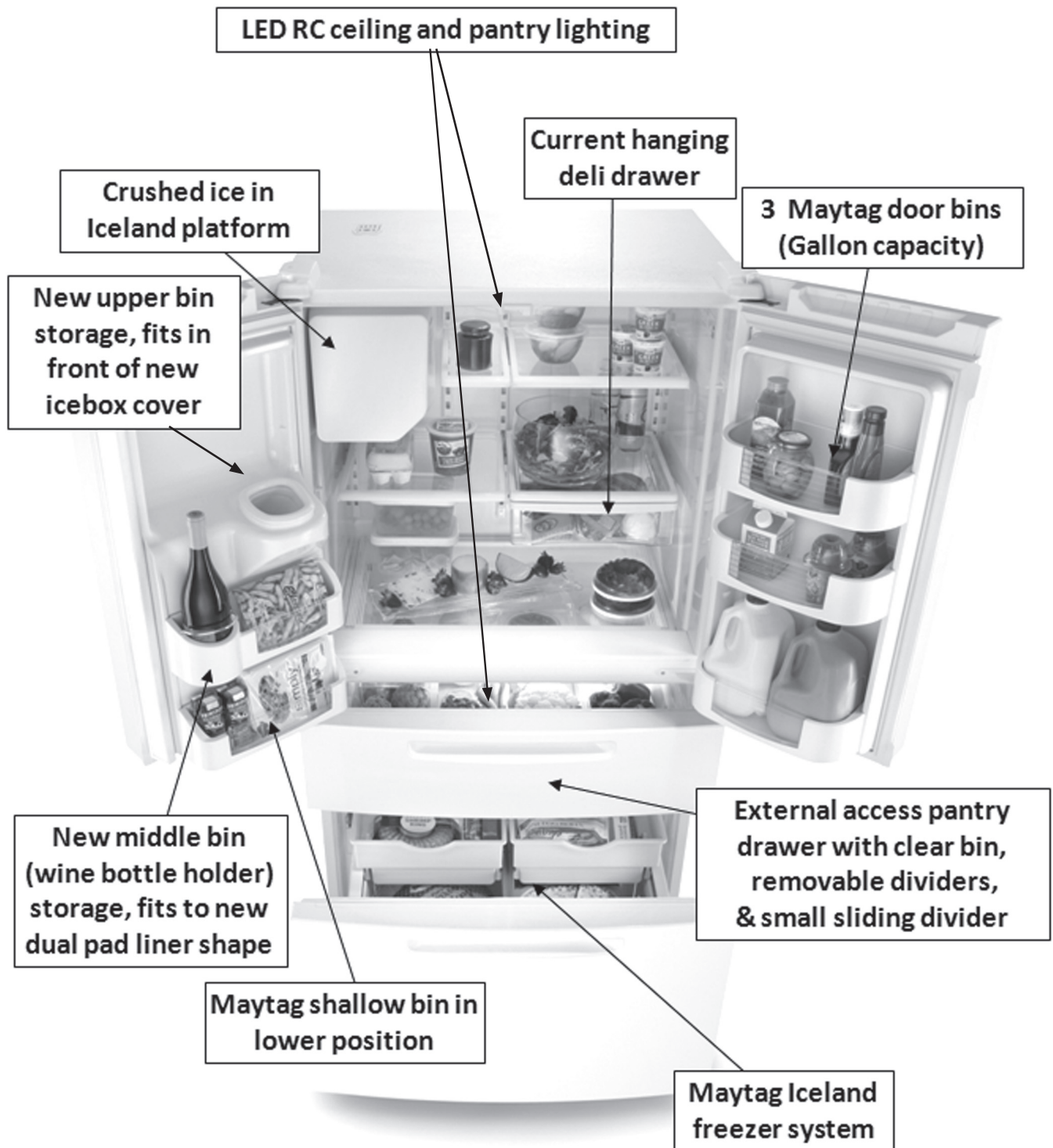
MFX2571XEW - MFX2571XEM - MFX2571XEB

25% E-Star



Always refer to the Technical Information shipped with the product for specific information for the product you are servicing.

Refrigeration Updates



Always refer to the Technical Information shipped with the product for specific information for the product you are servicing.

Refrigeration Updates

LED Theatre Lighting

A LED lighting module is located on the top of the cabinet in the RC and 4 individual LEDs are mounted in the mullion divider and focused on the interior of the pantry drawer.



Pantry and Freezer Drawers

New pantry drawer design allows accessibility to items without opening the refrigerator compartment doors. The pantry level makes it easy for children to access drinks and snack items.



The freezer compartment and drawer are identical to previous Iceland product



Refrigeration Updates

Refrigerator Air Flow

Cold air enters the ice maker compartment, circulates and then enters the RC compartment, see figure 1.

Pantry Air Flow Pattern

Cold air enters the pantry around the perimeter of the glass shelf see figure 2, there are no dedicated inlet vents. The return air ducts are located in the bottom of the RC compartment in the left and right hand side corners, see figure 3.

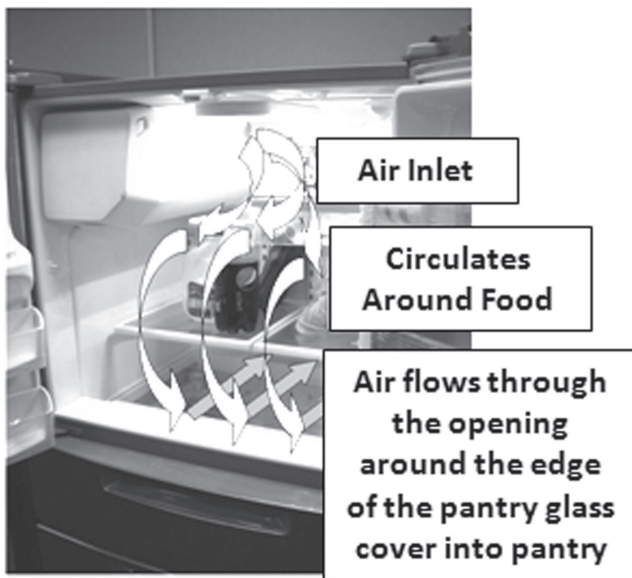


Figure 1



Figure 2

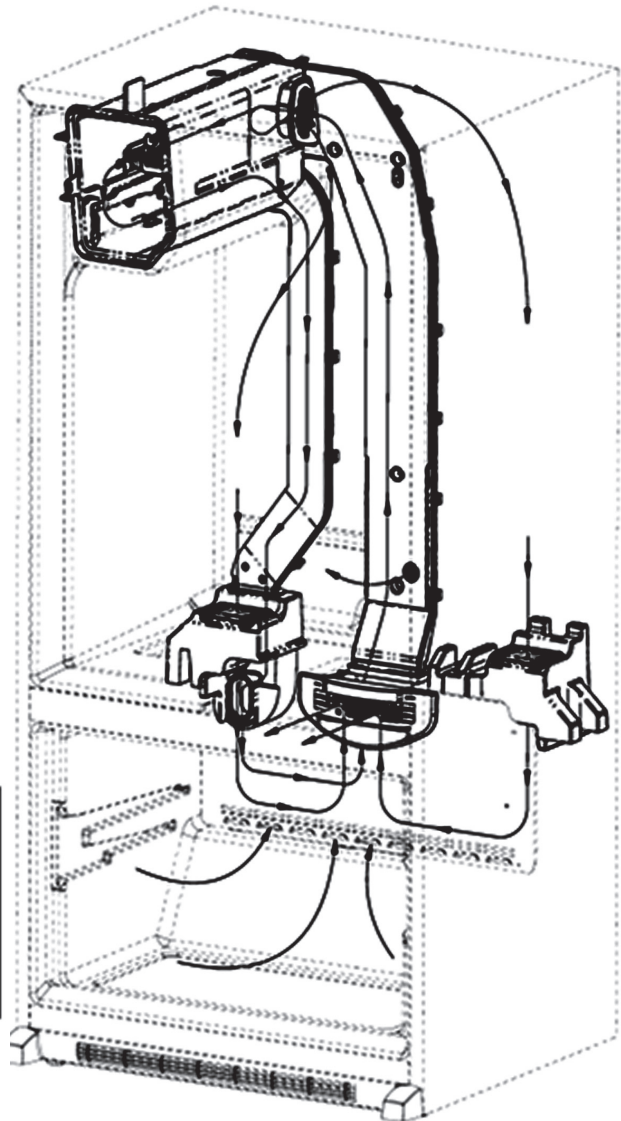
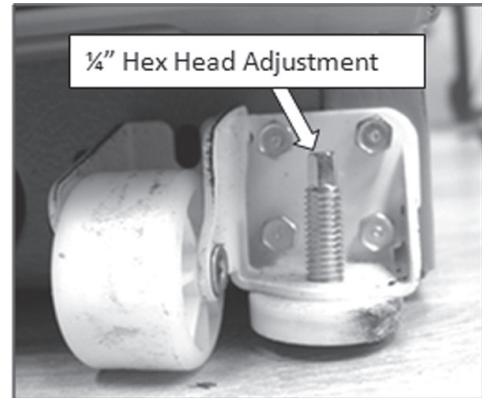


Figure 3

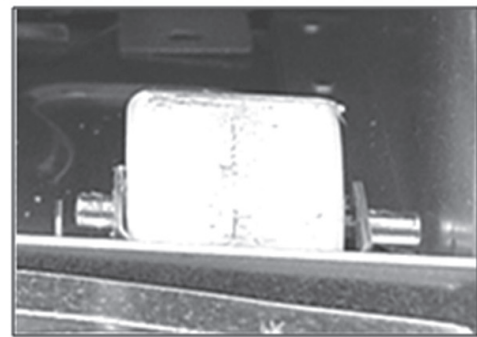
Refrigeration Updates

Leveling and Door Alignment

One Piece Front Roller and Leveling Leg



Fixed Rear Rollers



Left RC Door Removal

Door removal is identical to previous models. The water dispenser tube and UI wiring harness are routed under the left door hinge.

1. Disconnect power to the refrigerator.
2. Remove cover screw and cover – Figure 1.
3. Disconnect water tube and wiring harness – Figure 2.
4. Remove 3 5/16" hinge screws and remove door – Figure 3.



Figure 1



Figure 2



Figure 3

Refrigeration Updates

Accessing Ice Maker

The ice maker assembly is similar to what was used in previous Iceland refrigerator. A Whirlpool ice maker is used with a few variations which are highlighted in this section.

Removing Ice Bin

1. Disconnect power to the refrigerator.
2. Depress the release button, see figure 1.
3. Slide out the ice bin assembly, see figure 2.



Figure 1



Figure 2

4. Insert straight blade screwdriver into slot and press down on locking tab and at the same time pull the cover toward you. See figure 3.

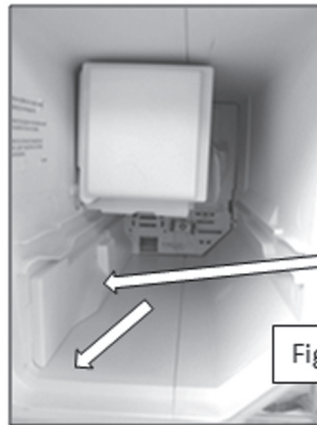
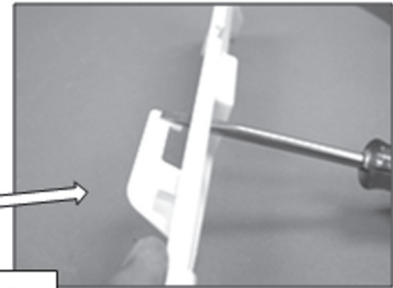


Figure 3



5. Disconnect wiring harness. Figure 4.

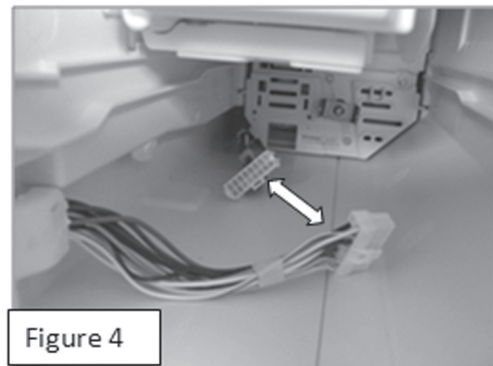


Figure 4

6. Release locking tab as you pull out the ice maker. Figure 5

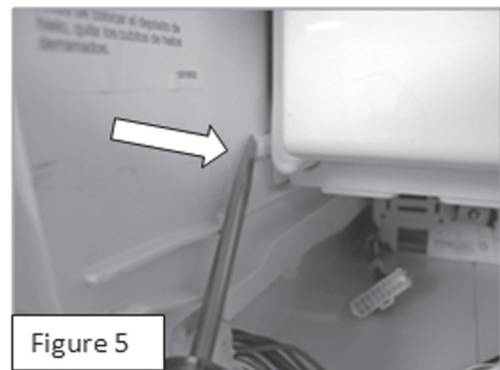
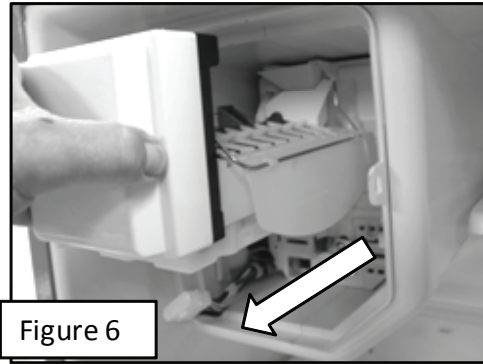


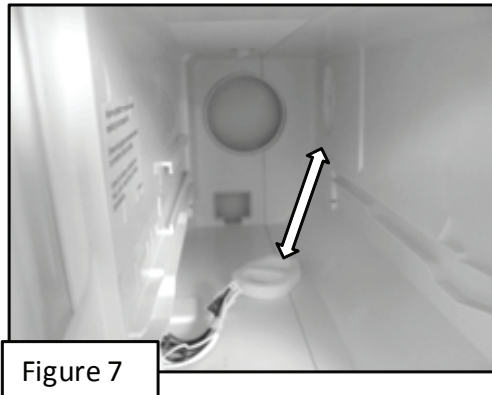
Figure 5

Refrigeration Updates

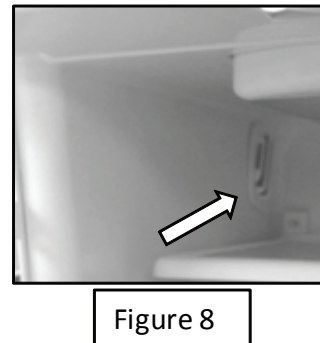
7. Slide out the ice maker assembly, see figure 6.



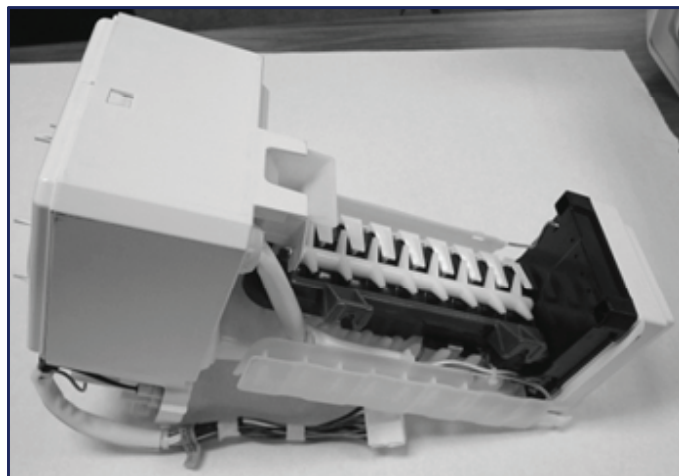
8. After removing the ice maker check to see if the air outlet duct gasket was dislodged, see figure 7.



9. After replacing the ice maker, Install the duct gasket by removing the air discharge grill from the refrigerator compartment side of the icemaker compartment. See figure 8.



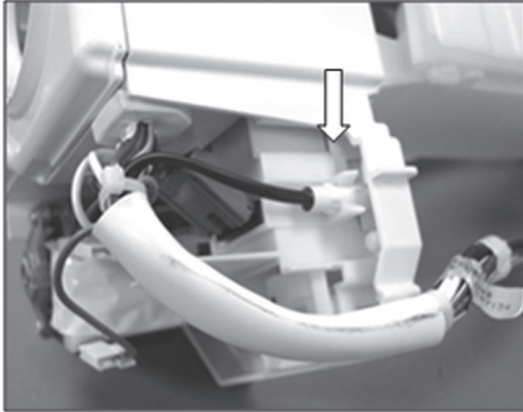
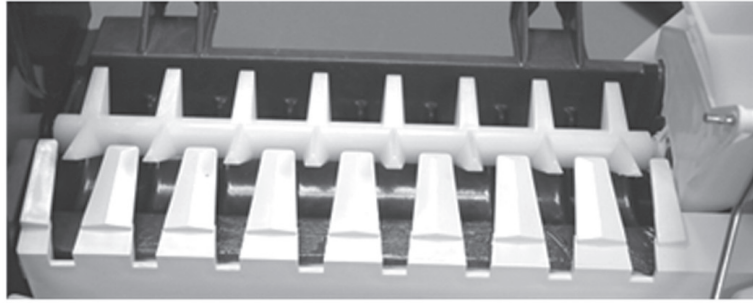
Complete ice maker assembly.



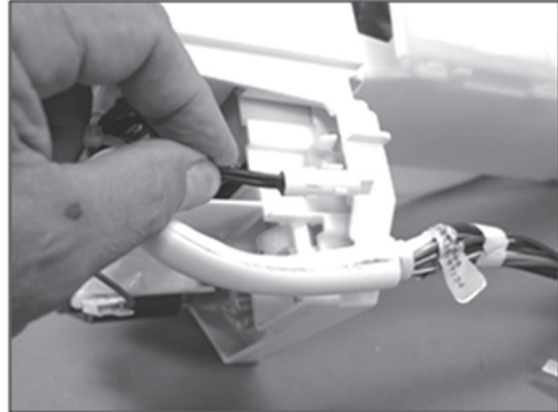
Refrigeration Updates

Ice Maker

A Whirlpool ice maker similar to previous production (with noted changes) is used on this new refrigerator. A sixteen finger ejector blade is used to prevent cubes hanging up or remaining in the mold.



New location for ice maker Thermistor



Thermistor unsnaps from bracket



Rear view of ice maker



Unsnap Fan Cover and remove



Release 3 tabs and
remove fan assembly

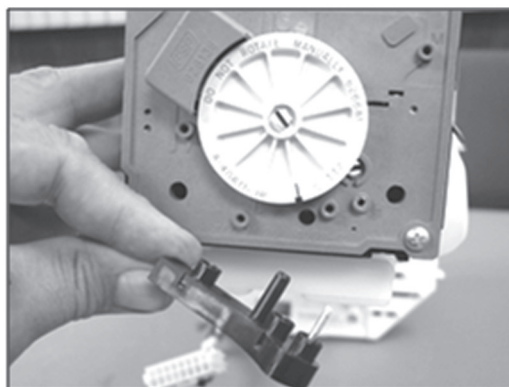


Air damper slides out

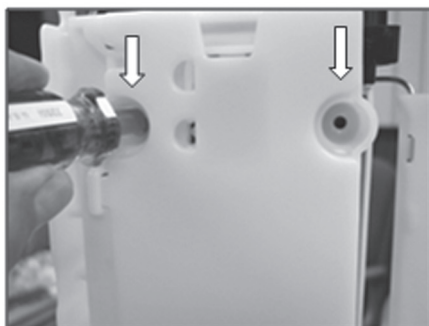
Refrigeration Updates

Ice Maker Module

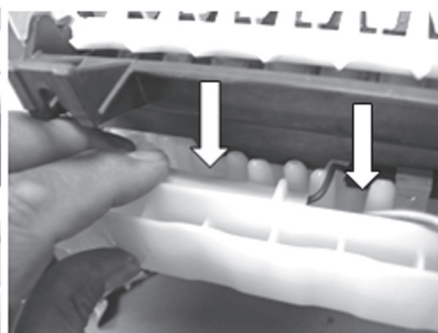
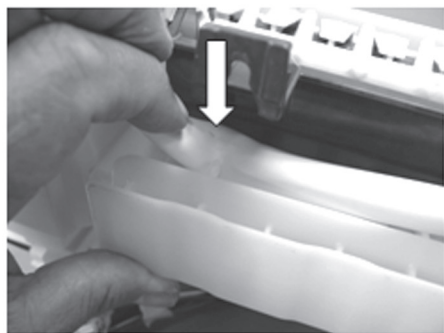
The ice maker module is similar to what is being used. The harvest sensor unplugs from the module. A harvest can be initiated by jumping across "T" and "H" on the module. Always refer to the ice maker tech sheet for detailed instructions.



To remove the air duct:
Remove the 3 ¼" hex head screws securing the air duct to the ice maker mold and separate.



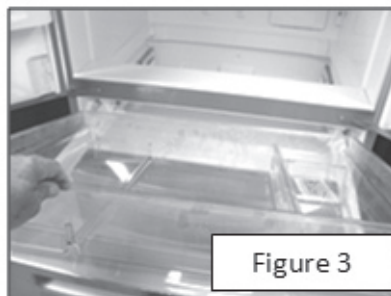
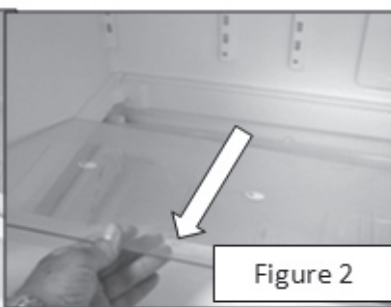
Note: When assembling the air duct install the wiring harness into the duct.



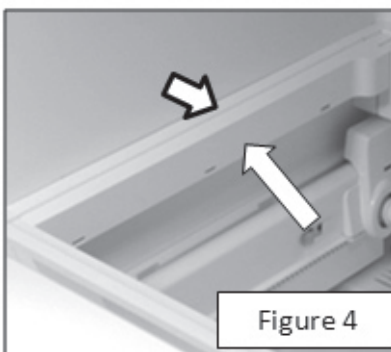
Refrigeration Updates

Accessing pantry drawer light switch

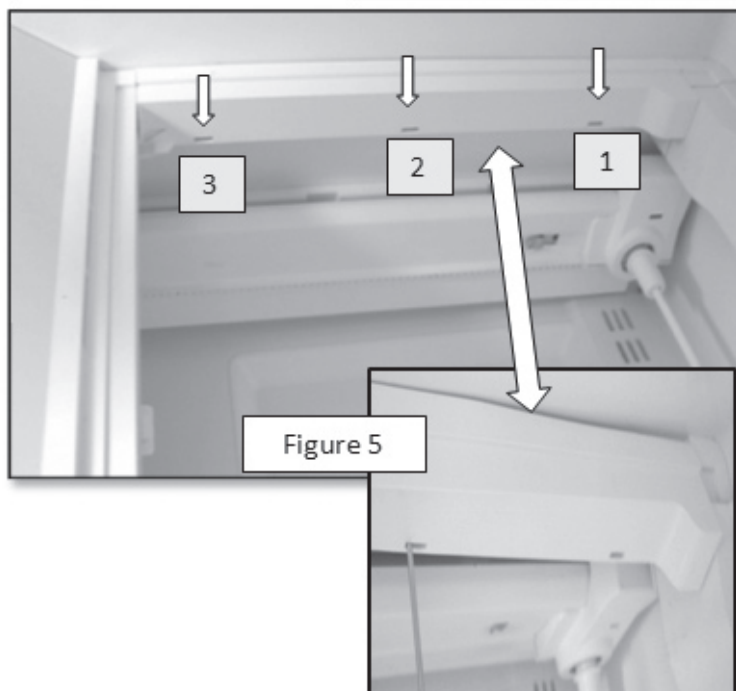
1. Disconnect power to the refrigerator.
2. Push up on the pantry glass shelf from underneath, see figure 1.
3. Slide out the glass shelf and set aside, see figure 2.



Note: Everything is tied into the left side cover, it must be removed first, see figure 4.



5. Insert straight blade screwdriver into the three slots in the left side cover, beginning with #1 and pry down as you pull the cover out and away from the cabinet and up. Repeat the process with slots #2 and #3. See figure 5.



Refrigeration Updates

Accessing pantry drawer light switch – Cont.

6. Pop off the cover, see figure 6.

Note: You may hear a loud cracking noise as the cover breaks loose.

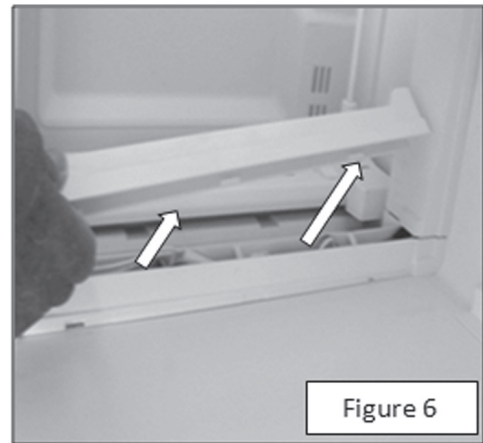


Figure 7 is a view of the back of the cover showing the top and bottom locking tabs.



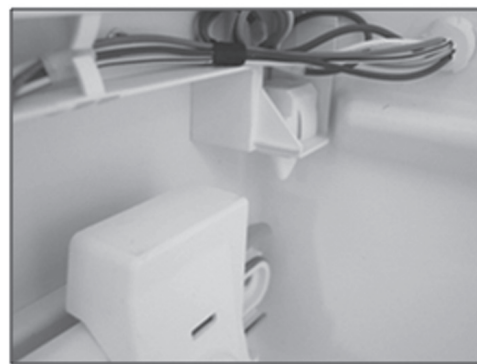
7. Remove the rear cover by lifting up and out beginning with the corner of the cover, see figure 8.



Drawer Switch Operation



Pantry door closed, switch open, light off



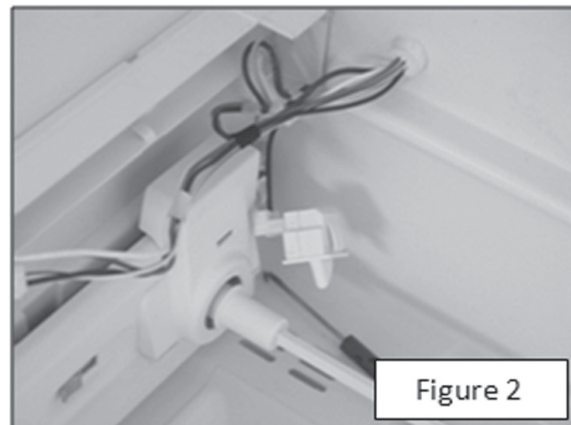
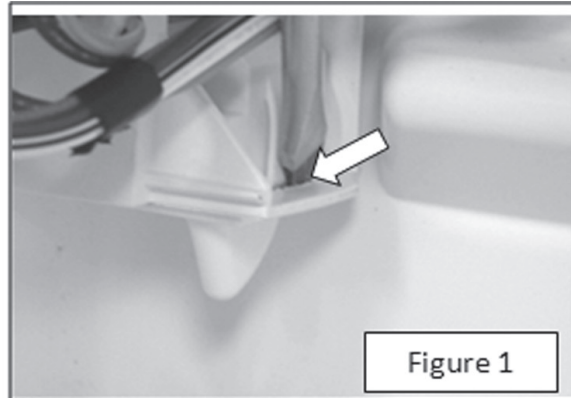
Pantry door open, switch closed, light on

Refrigeration Updates

Removing the pantry drawer light switch.

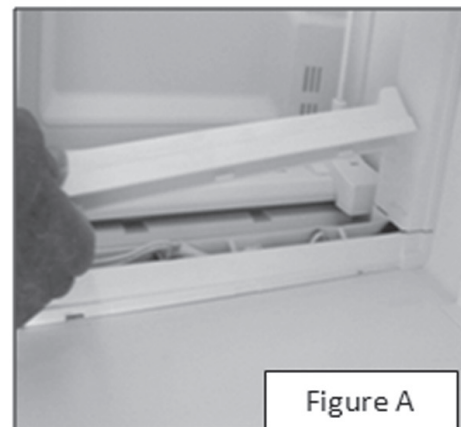
Disconnect the power to the refrigerator.

1. Use a straight blade screwdriver to depress the locking tab on the side of the light switch and push the switch through the bracket. See figure 1.
2. Disconnect the wire harness and remove the switch.



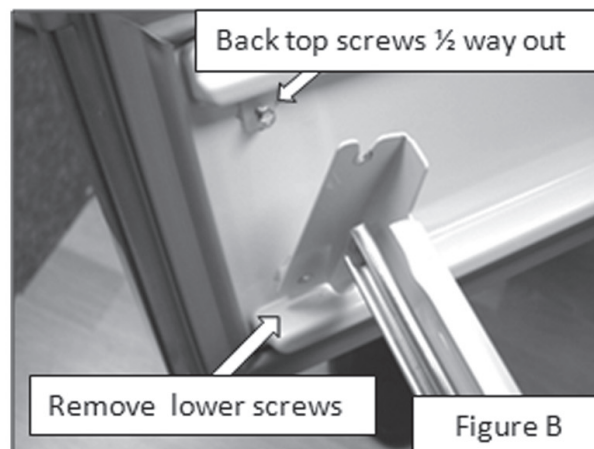
Accessing the Mullion heater

Follow the steps previously outlined to remove left side cover. Figure A



1. Remove the pantry drawer panel:
Back top screws $\frac{1}{2}$ way out
Remove lower screws
Lift off the panel, see figure B.

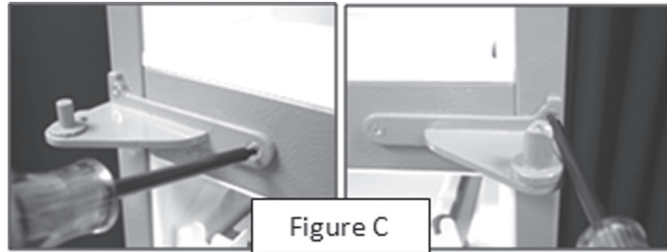
Note: this step is optional, the panel can be left in place.



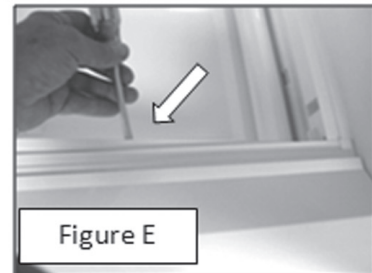
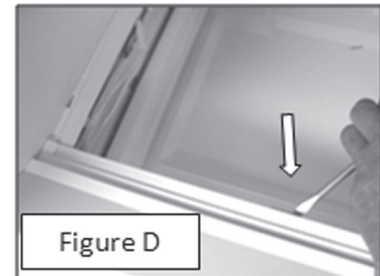
Refrigeration Updates

Accessing the Mullion heater – Cont.

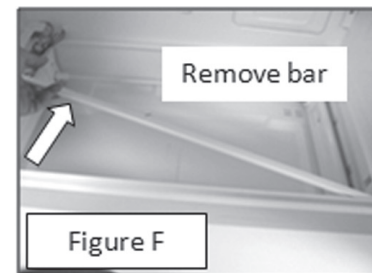
2. Remove the refrigerator doors and hinges . See figure C.



3. A reinforcement bar extends across the top of the mullion and must be removed. Release the bar from the 2 retaining clips . See figures D and E.

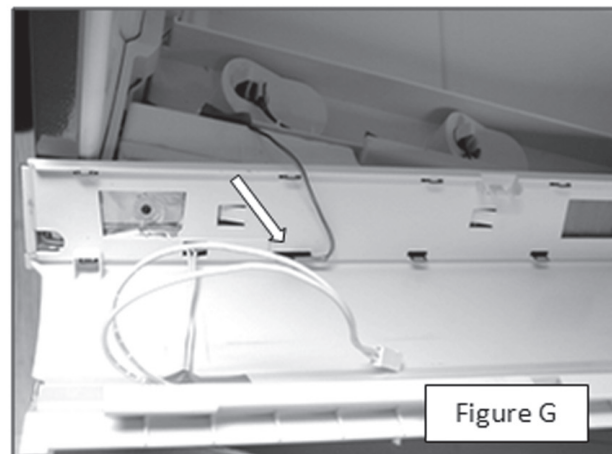


4. Remove the bar by swinging out the left side first and then the right side, see figure F.



5. Roll out the mullion out far enough to disconnect the green chassis ground

Note: The ground wire is taped to the divider to keep the wire From becoming pinched when assembled



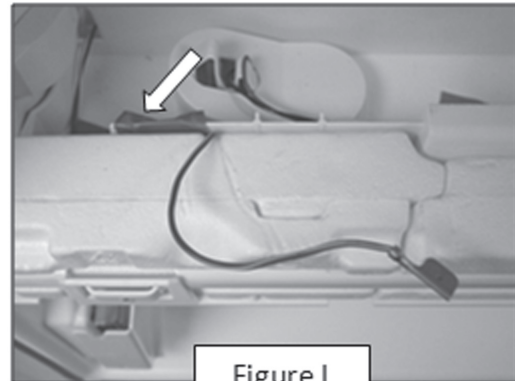
Refrigeration Updates

Accessing the Mullion heater – Cont.

6. Disconnect the mullion heater and remove the mullion cover, see figure H. The mullion and heater are replaced as an assembly.

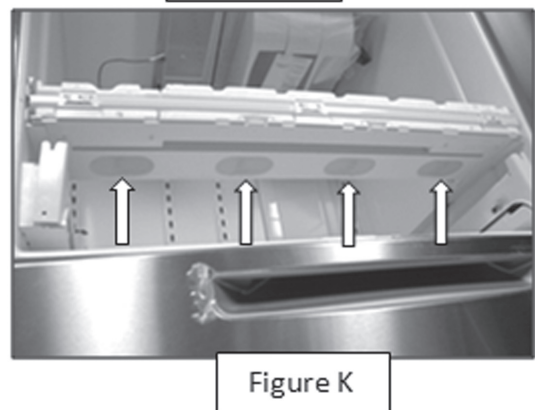
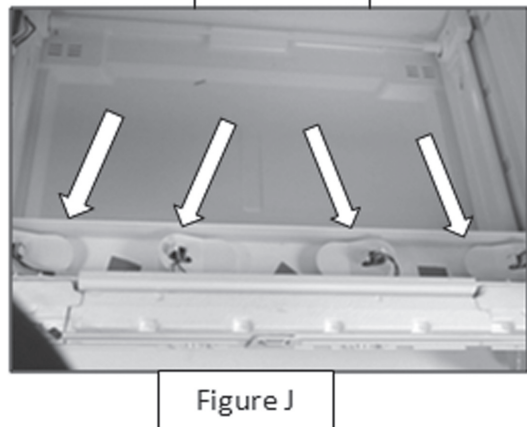


Note: The ground wire is taped to the divider to keep the wire from becoming pinched when assembled, see figure I.



LED Pantry Lighting

Pantry lighting consists of 4 individual LED located in the mullion, see figures J and K.



Operation

Opening an RC door or pantry drawer turns on the LEDs. The modules are wired in series, if 1 LED fails all 4 will not illuminate. Operating voltage (18 Volts DC) is supplied from the main LED module located in the top of the refrigerator compartment. The voltage drop across each LED is approximately 3.5 volts D.C. LED lights cannot be checked with an Ohmmeter.

Refrigeration Updates

Refrigerator Compartment LED Lighting

The LED assembly is located in the top of the RC section.

Accessing the LED assembly

1. Disconnect power to the refrigerator.
2. Remove the ¼" screw in the rear of the light cover securing the cover to the cabinet, see figure 1.
3. Release the 4 tabs holding the LED assembly in place, see figure 2.
4. Drop down the LED assembly and disconnect the wiring harness, see figure 3.

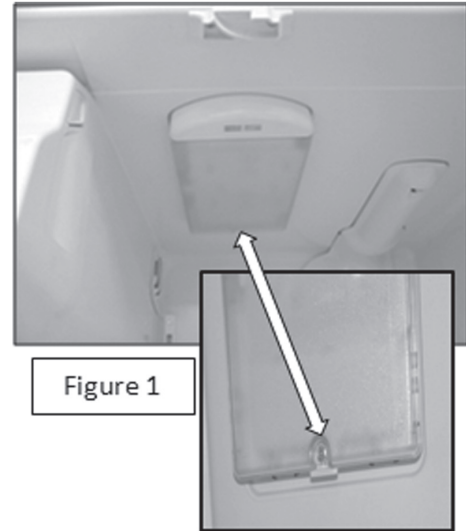


Figure 1

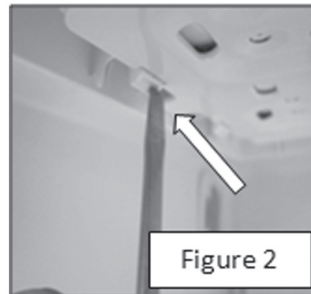


Figure 2

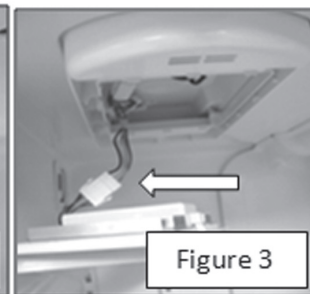


Figure 3

The LED assembly consists of 2 LED modules. The wiring harness is a 4 wire harness. See figure 4.

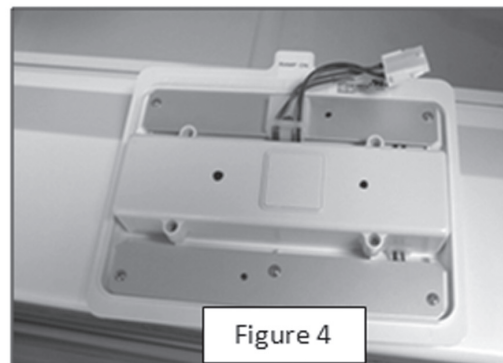


Figure 4

Accessing the RC Thermistor

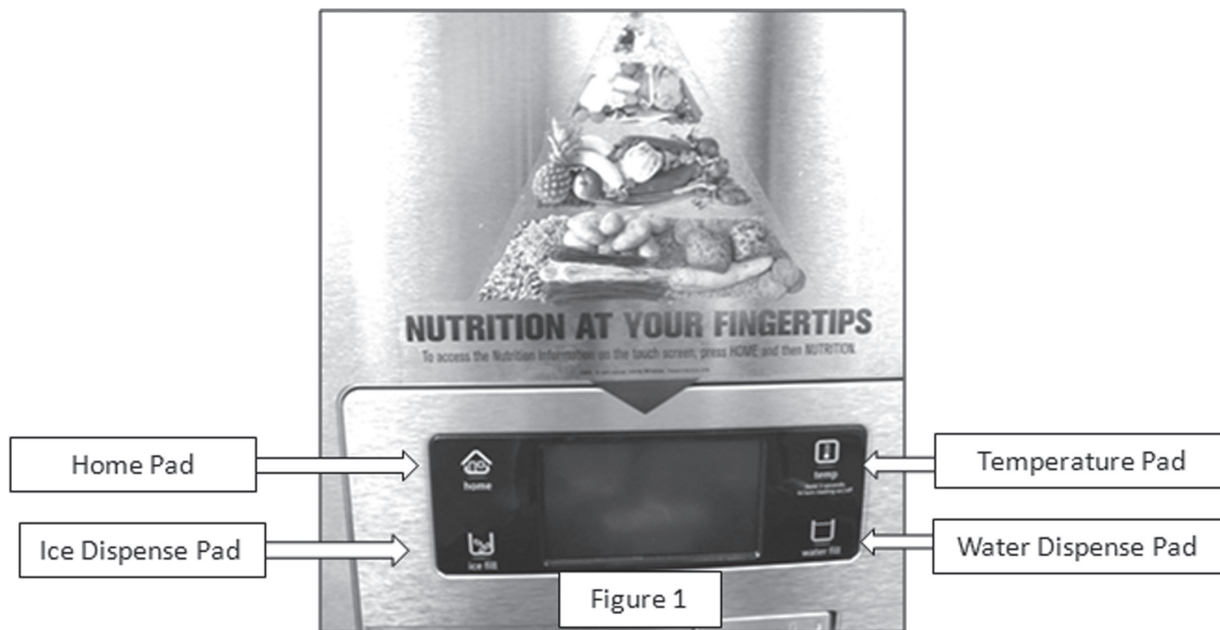
1. Drop down the housing from the cabinet. The Thermistor snaps out of a bracket in the housing.



Refrigeration Updates

User Interface

The user interface hardware is identical to some current models, see figure 1. The exception is the new "Stealth" software. The new software encompasses revised graphics, Icons and animation. The program is consumer friendly and easy to use. A few minutes reviewing the Use and Care manual and experimenting programming the control is all that is needed to be able to access and use all the built in features. A few of the screens are highlighted in the following section.



Example of Use and Care Information (Figure 2).

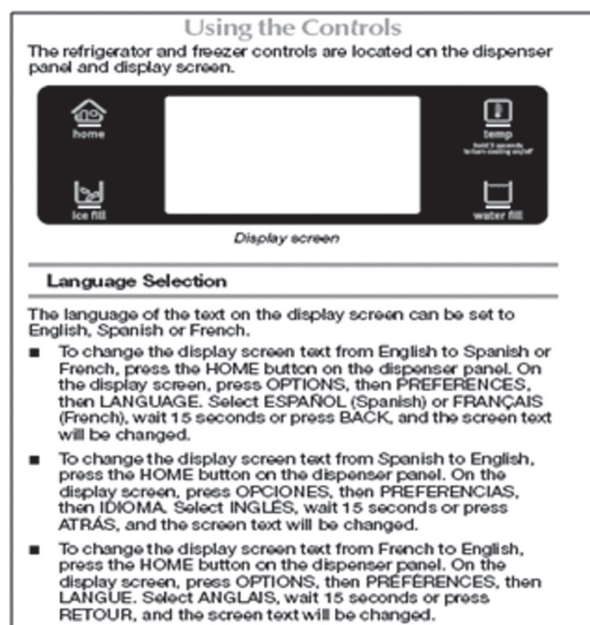


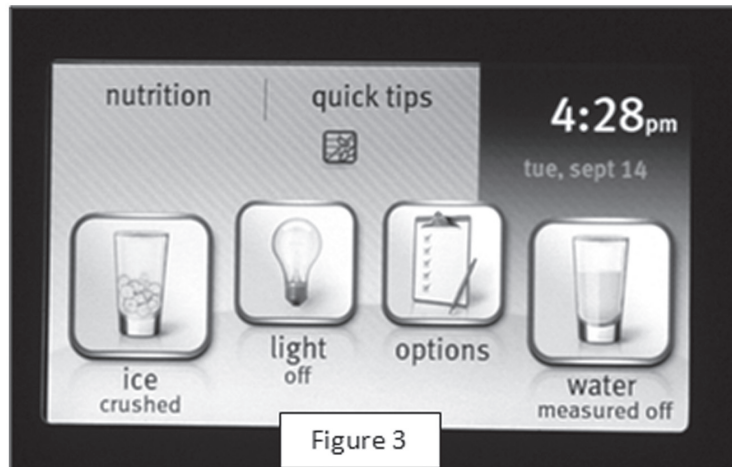
Figure 2

Note: these are only a few examples of the many screens available.

Refrigeration Updates

Programming

The user interface display goes into hibernation (Sleep Mode) after 2 minutes if there is no activity. The first press of a control button or the display screen will reactivate the screen., see figure 3. Additional presses of the control buttons or display screen change the applicable settings.



Quick Tips

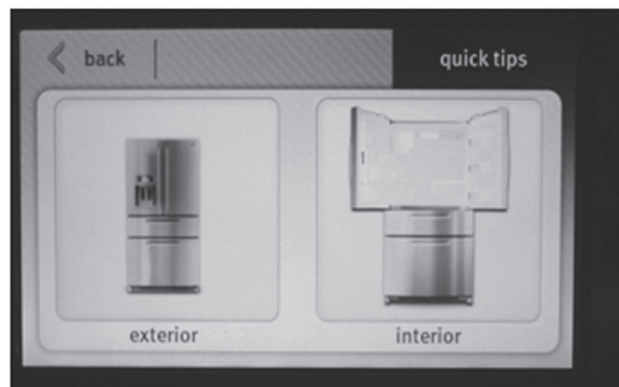
The following screens are examples of the quick tips feature .
These are in random order.

Screen One



Screen Two

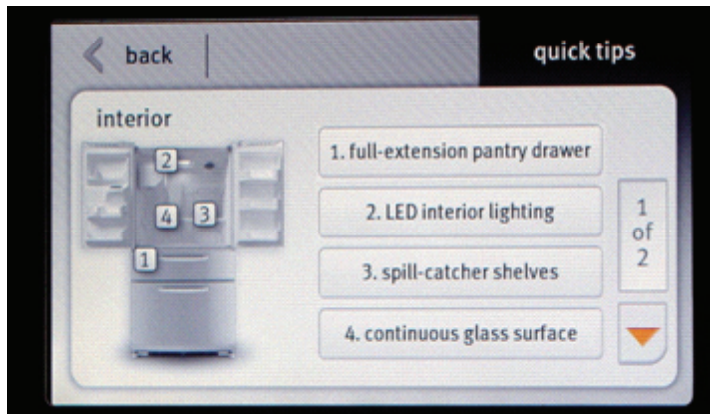
Option of choice
features



Refrigeration Updates

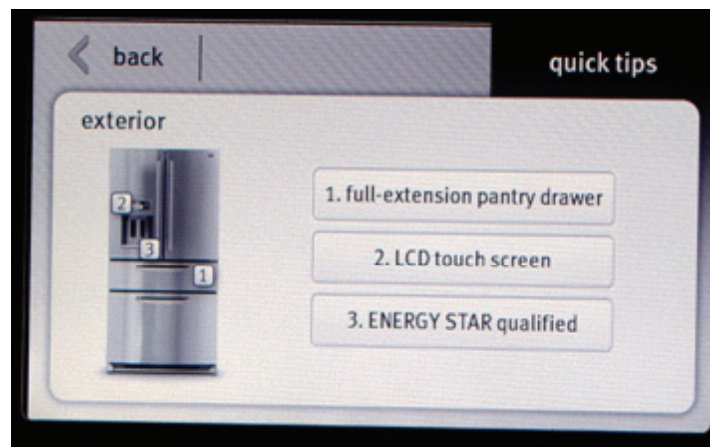
Screen Three

Interior features chosen, 2 pages of selections available.



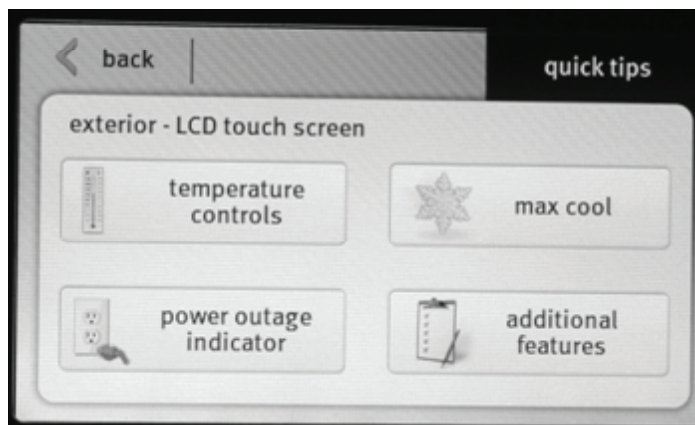
Screen Four

Exterior features chosen, 3 selections available.



Screen Five

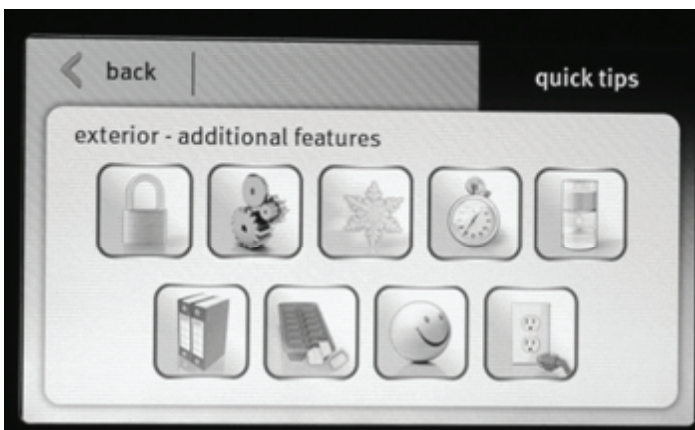
Exterior features; LCD touch screen selected.



Screen Six

Additional features selected.

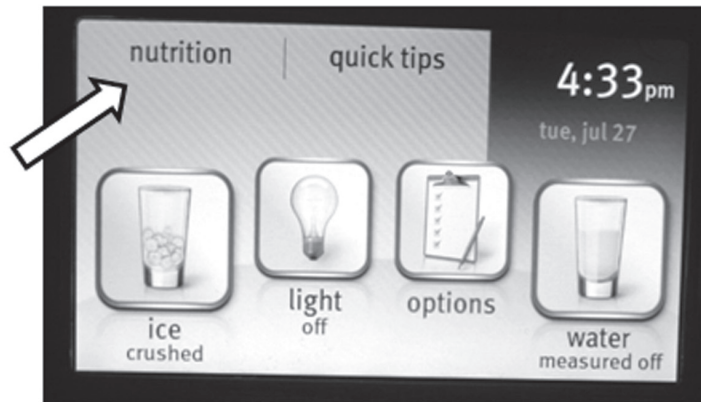
Note: these are only a few examples of the many screens available.



Refrigeration Updates

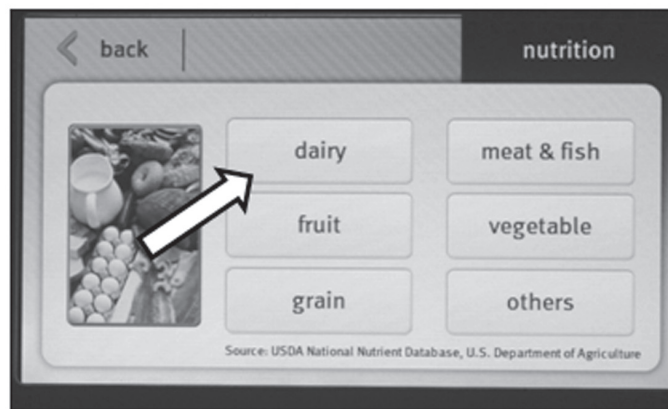
Nutrition

The following screens are examples of the Nutrition feature .
These are in random order.



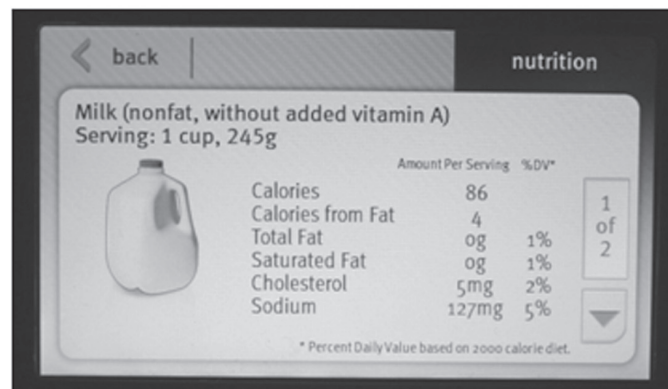
Screen One

Food groups are displayed.



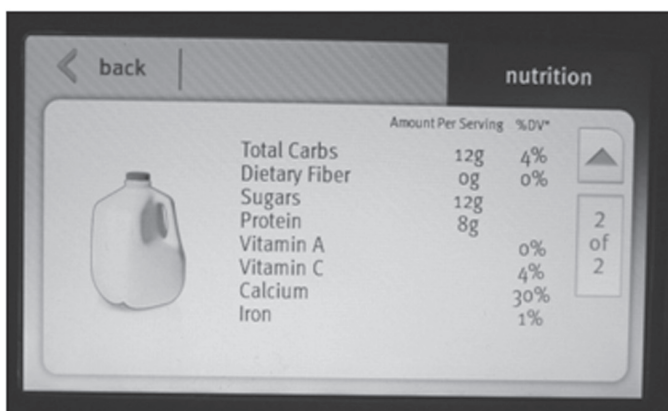
Screen Two

Dairy selected, milk selected. 2 pages of information. Page 1.



Screen Three

Dairy selected, milk selected. 2 pages of information. Page 2



Note: these are only a few examples of the many screens available.

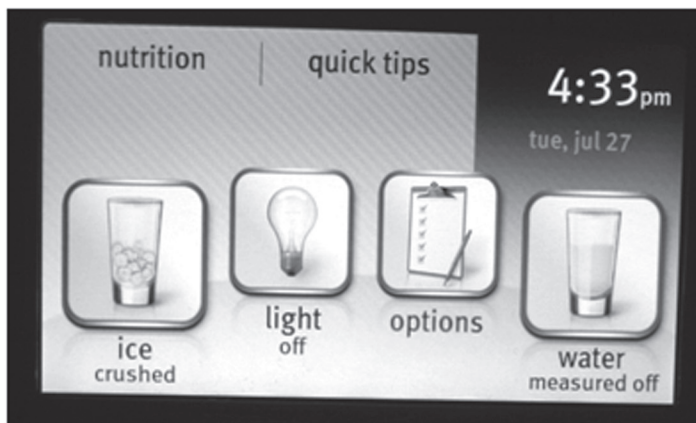
Refrigeration Updates

Nutrition

The following screens are examples Nutrition feature .
These are in random order.

Screen One

Options selected; Page 1
of available options.



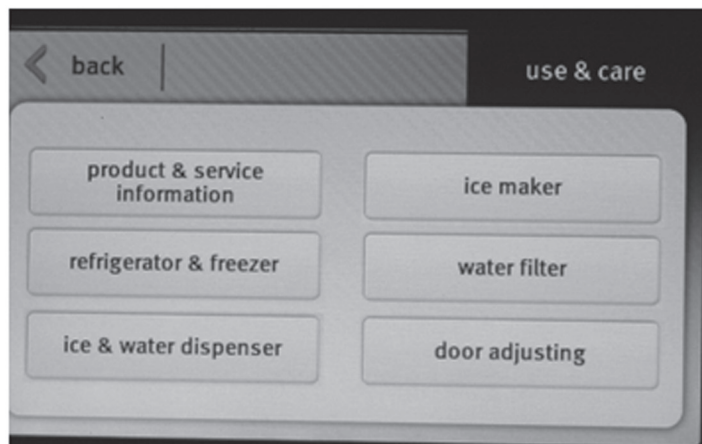
Screen Two

Use and Care option selected,
6 selections.

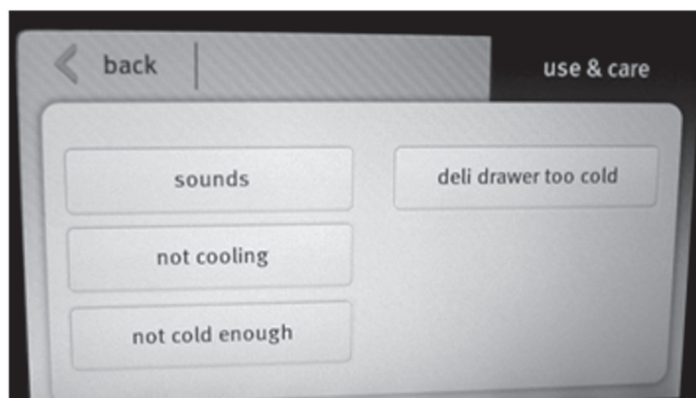


Screen Three

Refrigerator & Freezer - use and
care selected, 4 selections.



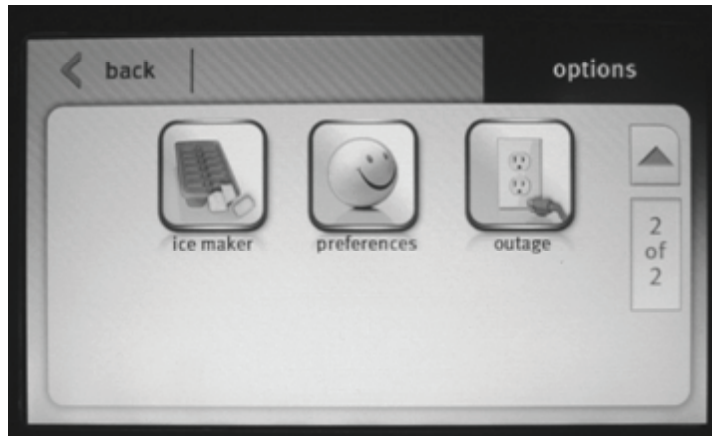
Note: these are only a few example
of the many screens available.



Refrigeration Updates

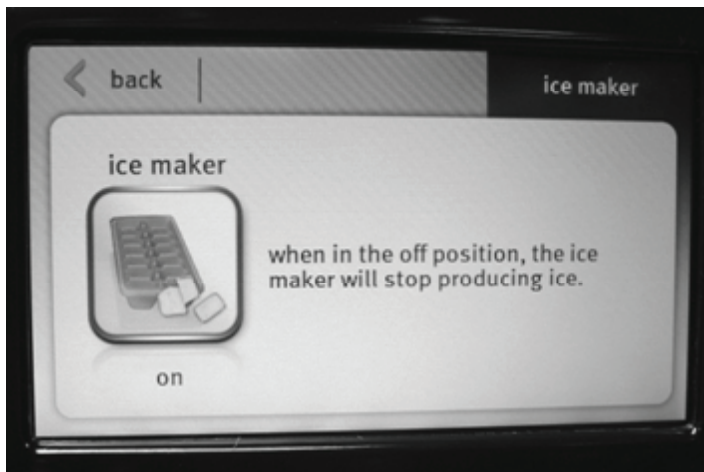
Screen Four

Page 2 of available options.



Screen Five

Ice maker option selected. Customer can toggle the ice maker ON/Off.

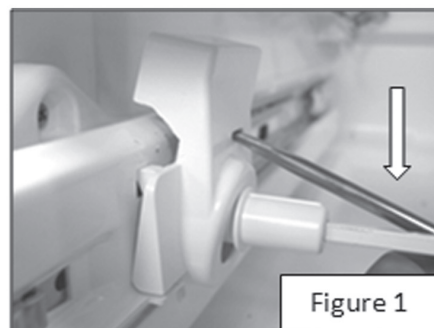


Note: The previous screens were only a small example of the screens available. Always refer to the Use and Care manual shipped with the product for specific information for the product you are servicing .

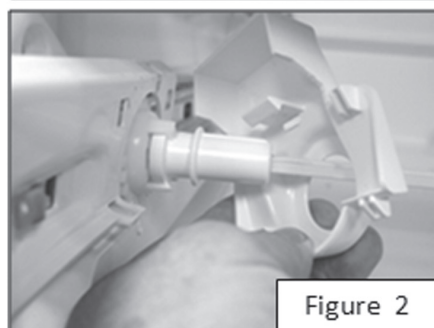
Refrigeration Updates

Replacing and timing pantry drawer gear

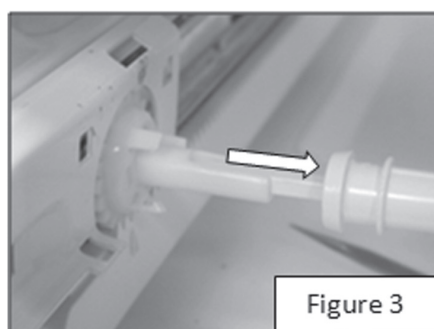
1. Remove the pantry drawer.
2. Insert a straight blade screwdriver into the slot in the gear cover and press down to disengage the cover from the gear, see figure 1.



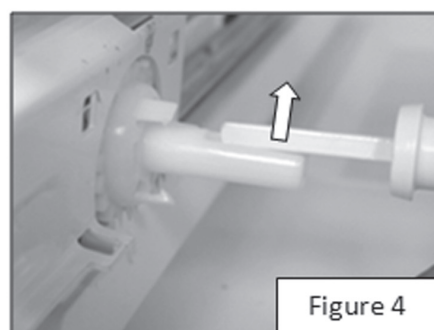
3. Remove the cover, see figure 2.



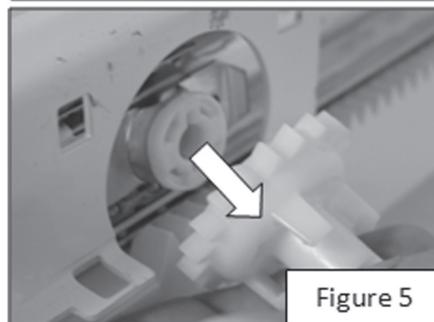
4. Unsnap the connector bushing and slide it toward the center of the connecting rod to expose the slot in the gear, see figure 3.



5. Lift the connecting rod out of the gear, see figure 4.



6. Unsnap the gear from the axle, see figure 5.

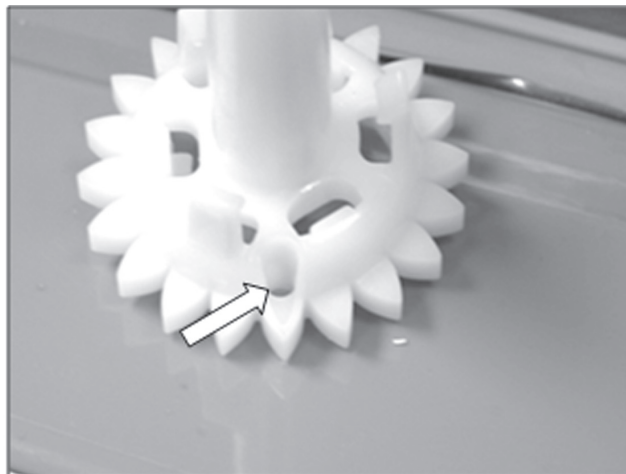


Refrigeration Updates

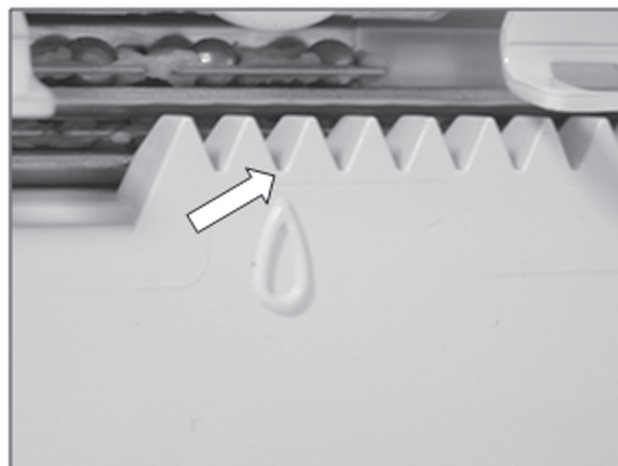
Timing the gear drive

A new timing procedure has been engineered into the pantry drawer gear drive system. To time the drive:

1. Locate the hole in the drive gear above the gear tooth with the raised edge, see figure 1.

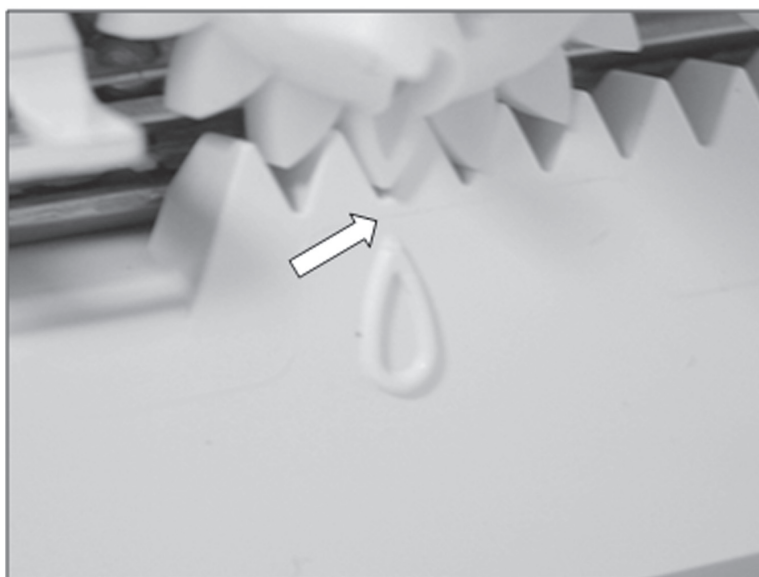


2. Locate the tear drop on the adaptor rail, see figure 2.



3. Align the hole in the gear with the tear drop on the adaptor and snap into place, see figure 3.

4. Move the opposite adaptor and gear in or out until the connecting rod aligns with the slot in the replacement gear.



Service Pointer Index

Cooking

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Jenn-Air K8178799	JennAir Gas-on-Glass Cooktops, Glass Cooktop Breaking (see model list attached to pointer) Under certain conditions the ceran glass cooktop may break.	1/10
KitchenAid K4317476	KitchenAid MicroHood Combination (MHC) Oven (see model list attached to pointer) Microwave starts and runs on its own	1/10
Whirlpool, Maytag K8178800	All Whirlpool and Maytag Freestanding Self-Clean Gas Ranges Built since - July 2008 / Beginning Code Date RW27 Moisture Dripping from the Door Window	3/10
KitchenAid, Jenn-Air K4317483	JennAir and KitchenAid Gas & Dual Fuel Cooktops and Ranges (see model list attached to pointer) Large 20,000 BTU Stacked Burner(s) Not Lighting all the time.	3/10
Whirlpool, Maytag K8178800A	All Whirlpool and Maytag Freestanding Self-Clean Gas Ranges Built since - July 2008 / Beginning Code Date RW27 Moisture Dripping from the Door Window	5/10
Jenn-Air K8178811	JennAir Dedicated Microwave Ovens (see model list attached to pointer) The Number "3" Randomly Appears in the Display Control software issue.	6/09

Fabric Care

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Maytag L8178802	Maytag Bravos Gas and Electric Dryers (see model list attached to pointer) Excessive Noise or Vibration	3/10
Jenn-Air, Maytag, Amana, Admiral, Magic Chef L8178803	Plastic Tub Dishwashers (U.S. only), (see model list attached to pointer) Heating Element and BrackeRework #R173BV	6/10
Whirlpool, Maytag, Amana, Admiral, Roper L8178818	Top Load Washers with a Dispenser (see model list attached to pointer) No Agitation, Not Spinning, Wet Clothes or No Draining Complaints	7/10

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool L8178808	Vertical Modular Washers All Models Locked Lid after Delivery or Uncrating	6/10
Whirlpool L8178804	Cabrio Washers WTW7340X* C01170000 through C01570819 Techsheet Error	7/10
Whirlpool, Maytag, Amana, Roper, Admiral, L8178817	Top Load Washers with a Dispenser Drawer (see model list attached to pointer) Washer not filling at start of the cycle	7/10

Clean-Up

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool, KitchenAid, Jenn-Air, Maytag K4317482	Whirlpool Built Stainless Steel Dishwashers (see model list attached to pointer) Lower Dish Rack Falls Off Tub Rail	2/10
Maytag L8178809	Maytag Dishwashers MDB4709AWW MDB6709AWW MDBH949AWW MDB7809AWW MDC4809AWW Console Insert Quality Rework #R254BV	6/10
Whirlpool L8178804	Cabrio Washers WTW7340X* C01170000 through C01570819 Techsheet Error	7/10

Refrigeration

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool, Maytag R4317480	Bottom Mount Freezer Refrigerators Technical Data Sheet Location	1/10
KitchenAid, Jenn-Air R4317481	KitchenAid and Jenn-Air Built In Refrigerators Door Alarm Circuit Operation	1/10
KitchenAid, Jenn-Air R4317484	Jenn-Air and KitchenAid Built In Refrigerators (see model list attached to pointer) Freezer Drawer Hard to Open or Close	3/10
Whirlpool, Maytag R8178796	27' French Door Refrigerator With In Door Ice Moisture or Frost Build Up	3/10
Whirlpool, Maytag, Amana R8178801	22' and 25' SXS Refrigerator Push Button Water Filter (see model list attached to pointer) Refrigerator lower hinge cover rubs against grille	3/10
KitchenAid, Jenn-Air R4317486	KitchenAid Built In Bottom Mount Freezer Refrigerators KBFC42FTS KBFO42FTX Scrapping Noise When Opening Door	6/10

Refrigeration (continued)

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool, Maytag, KitchenAid, Jenn-Air, Amana R4317489	19, 22 and 25 cu. ft. Bottom Mount Freezer Refrigerator Drawer Operationr	6/10
KitchenAid, Jenn-Air R4317485	Jenn Air and KitchenAid Built In Refrigerators (see model list attached to pointer) The Touch Sensor User Interface may fail to power up	6/10
Whirlpool, Maytag, KitchenAid, Jenn-Air, R8178812	Whirlpool, Maytag, and KitchenAid French Door Refrigerators (see model list attached to pointer) Refrigerator does not function correctly after service.	6/10
Maytag, KitchenAid, Jenn-Air, Amana, Admiral, R4317488	All Refrigerators Equipped With Water Dispensers A small amount of water drips out of dispenser after use.	6/10
Whirlpool R8178816	Whirlpool 26' SXS Refrigerator (see model list attached to pointer) Grinding Noise When Opening Freezer Door	7/10
Whirlpool, Maytag R4317487	Whirlpool 26' SXS Refrigerator (see model list attached to pointer) Refrigerator lower hinge cover rubs against grille	7/10

Delivery and Installation

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool DP8178806	Whirlpool SXS 2010 This newly designed refrigerator requires different installation procedures	5/10
All DP4317490	All dishwashers equipped with leveling legs, in all Serial ranges Stuck or tight Leveling legs	6/10
Whirlpool, Maytag DP8178807	All Refrigerators Equipped With Water Dispensers Water drips out of dispenser after initial installation	6/10
Jenn-Air DP8178810	Jenn-Air Built In Ovens Shipping material not being removed	6/10
Whirlpool, Maytag DP8178813	Top Load Washers with Dispenser Drawer WTW5500 WTW5700 MVWX500 MVWX700 Insulation blankets are being mistaken for packing material	7/10
Whirlpool, Maytag DP8178814	All Front Load, Direct Drive Washers and matching Dryers Pedestal Installation Process	7/10
Whirlpool, Maytag DP8178815	Top Load Washers with Dispenser Drawer 2 – 3 minute delay in water coming into the washer	7/10



TRAINING EVALUATION

Please use this page as a reminder to provide us with feedback on today's meeting.

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Instructor's Name: _____

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